

# Procedure for Handling Customer Complaints and Appeal

## 1. Purpose:

This procedure covers handling of appeals and complaints raised during Halal certification that has been unintentionally produced and distributed contrary of Halal standards. This procedure covers the identification, traceability in the shortest possible time. The main objectives are;

- To prevent potential or actual problem from becoming major problem / crises.
- To provide timely and accurate information to customers in an effective manner.
- To efficiently manage potential or actual problems and incidents while protecting customers, the company reputation and business performance.

## 2. Scope:

This procedure applies to all concerned officers to deal with all directly/indirectly received complaints or appeals, and contained in this programme is applicable to all clients certified from MHC Certification.

## 3. Method:

### 3. Appeals-handling

The appeals-handling process will include at least the following elements and methods:

- a. An outline of the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of previous similar appeals;
- b. Tracking and recording appeals, including actions undertaken to resolve them;
- c. Ensuring that any appropriate correction and/or corrective action is taken.

### 3. Complaints-handling

The complaints-handling process shall include at least the following elements and methods:

- a. An outline of the process for receiving, validating, investigating the complaint, and for deciding what actions are to be taken in response to it;
- b. Tracking and recording complaints, including actions undertaken in response to them;
- c. Ensuring that any appropriate correction and/or corrective action is taken.

## 4. Responsibilities

4. Technical Manager is responsible to receive the complaints and appeals, maintain and update the Customer Complaint Log and coordinate with all concerned officers/departments/allied units.
4. Appellant forum Committee will handle all complaints and appeals related to certification services.
4. An Appellant Forum is responsible for resolving such cases and informs the related parties accordingly. The unanimous decision(s) regarding appeals will be taken by the Forum.

## 5. Procedure

5. 1A complaint or appeal can be received through any of the following source:

- a. Telephone
- b. Fax
- c. Email
- d. Website
- e. Letter

- f. In person
- g. Auditing
- h. Client

5. 2After receiving complaint or appeal from any of the above source. Technical Manager will note and update the Log Book. All possible required information will be gathered from customer in case of any ambiguity. If it is simple in nature then Technical Manager will resolve and notify the customer but if it is relevant to certification then it is forwarded to Chief Executive Officer, who is responsible for making all necessary investigations along with support documents and then case would be submitted to Appellant Committee for further analysis and decision.

5. 3Appellant Committee will review, analyze, and investigate the complaint by raising Corrective Action Request (CAR). The CAR is then directed towards relevant officer/department/allied unit for investigating the root cause and taking corrective action with a deadline. Where forum recommends, a request may also be sent to the reference lab for testing purpose. The concerned department will find out the root cause of the complaint, suggests and takes corrective action and informs the Technical Manager. The remedial measures taken by the concerned officer/department/allied unit is reviewed / evaluated. If, as a result of such evaluations, the complaint is found to be justified, the certificate holder will be required to compensate for the damage caused under the relevant provisions of the contract.

#### **5. 4Assessment of the Effectiveness of an Appeal:**

To determine if appeal has been carried out successfully, the following is considered by the appeal committee:

- a. The speed of the appeal actions;
- b. The time taken to retrieve the certificate from client;
- c. The accuracy and traceability of records relating to the problems and its location in the certification process;
- d. The accuracy of identification of the problem in the certificate;
- e. Management of any adverse publicity; and
- f. Development of an action plans to manage and implement any system deficiencies that were identified

**5. 5A formal notice is given to the appellant/complainant at the end of the process. Customer feedback is obtained and filed.****Section 1: Contact Information**

**Name of Organization:**

\_\_\_\_\_

**Name:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

\_\_\_\_\_

**Email:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

**Section 2: Type of Appeal:**

- Examination
- Certification Application
- Re-certification Application

**Section 3: Statement of Appeal**

Please indicate the reason (s) for this appeal:

**Section 4: Supporting Documentation**

Please list all documentation that you have included:

---

---

---

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please Send It to the Head Office of Minhaj Halal Certification**

Minhaj-ul-Quran University Road, Near Civic  
Center Hamdard Chowk Township, Lahore,  
Tel: +92-042 35142024

**Website:** [www.minhajhalal.com.pk](http://www.minhajhalal.com.pk)

**Email:** [info@minhajhalal.com](mailto:info@minhajhalal.com)