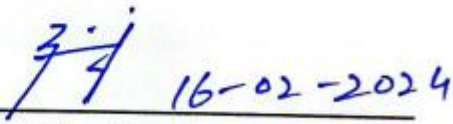

	Minhaj Halal Certification (Pvt.) Limited		Doc #: MHC/DOC-02	
	Procedure for Handling Customer Complaints and Appeals		Rev #: 00	Page #: 1/5
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Prepared by:


 Technical & Planning Manager

Reviewed &
Approved by:


 Certification Manager

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1. Purpose:

This purpose of this procedure is to outline the process for handling complaints and appeals raised during Halal certification in a fair, transparent, and efficient manner. This procedure ensures that all complaints and appeals are addressed in accordance with applicable standards and regulations. 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 complaints received from clients, consumers, or other interested parties regarding the certification activities or decisions of Minhaj Halal Certification.
- All appeals submitted by clients or other stakeholders who are dissatisfied with a decision related to their Halal certification.

3. Responsibilities:

TM Responsible for receiving, recording, and initiating the investigation of complaints. Appeals and Complaints Committee is Responsible for handling appeals and reviewing decisions to ensure impartiality.

CEO ensures that complaints and appeals are managed effectively and without conflict of interest.

CM Monitors the overall process and ensures that corrective actions are taken if needed.

4. Definitions

Complaint: An expression of dissatisfaction made by any individual or organization regarding the services or certification decisions of Minhaj Halal Certification.

Appeal: A formal request by a client or stakeholder for Minhaj Halal Certification to review a decision related to their certification process.


Complainant: The individual or organization that submits a complaint.

Appellant: The individual or organization that submits an appeal.

5. Procedure for Handling Complaints:

5.1 Receiving Complaints:

- Complaints can be submitted through email, website, telephone, or in writing.

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- All complaints must be recorded in the Complaints Log, including details such as the complainant's name, the date, and the nature of the complaint.

5.2 Acknowledgment:

- Upon receiving the complaint, the Technical Manager will acknowledge receipt within 3 working days.
- The acknowledgment will include information about the process and expected timeline for resolving the issue.

5.3 Investigation:

- An Appeals and complaint committee will investigate the complaint.
- If the complaint involves certification decisions, a person independent of the certification decision shall lead the investigation to avoid any conflict of interest.
- Investigations must be completed within 10 working days unless otherwise stated.

5.4 Resolution:

- Once the investigation is complete, the results will be documented, and a proposed resolution will be communicated to the complainant.
- The complainant must be informed of the resolution within 15 working days of receiving the complaint.

5.5 Follow-Up:

- The Complaint Officer follow up with the complainant to confirm whether they are satisfied with the resolution.
- If the complainant is not satisfied, they informed of their right to appeal.


5.6 Corrective Actions:

- If the investigation reveals a systemic issue, corrective actions must be taken to prevent similar complaints in the future.
- Corrective actions must be documented and reviewed by the MHC Team.

6. Procedure for Handling Appeals:

6.1 Receiving Appeals:

- Appeals must be submitted in writing within 30 days of receiving the decision that is being contested.

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- Appeals must include a clear explanation of the appellant's reasons for requesting a review of the decision.

6.2 Acknowledgment:

The appeal will be acknowledged within 3 working days of receipt, and the appellant will be informed of the process and timeline for reviewing the appeal.

6.3 Appeals Committee:

- An independent Appeals and complaints Committee, consisting of personnel not involved in the original decision, will be formed to review the appeal if all members of committee found involved in decision, then appeal forward to CEO for handling.
- The committee will ensure that the appeal is handled impartially and without any conflict of interest.

6.4 Review of Appeal:

- The Appeals Committee will review all relevant documentation and may request additional information from the appellant or Minhaj Halal Certification staff as needed.
- The review process should be completed within 10 working days.

6.5 Decision:

- The decision of the Appeals Committee will be final and communicated to the appellant within 5 working days of the review's conclusion.
- The outcome, whether the original decision is upheld or overturned, will be documented in the Appeals Log.


6.6 Communication of the Decision:

- The appellant will be formally notified of the final decision in writing, along with any rationale for the decision.
- If the appeal results in a change to the original certification decision, appropriate actions (e.g., re-certification) will be taken immediately.

6.7 Documentation:

- All appeals, investigation records, decisions, and actions must be documented and securely stored.
- The CM will periodically review appeals records to ensure compliance with this procedure.

7. Monitoring and Review:

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- Both complaints and appeals will be monitored by the A&CC to ensure the effectiveness of the procedures.
- Regular internal audits will be conducted to ensure that the procedures are being followed and that any systemic issues are identified and addressed.

8. Committee Composition and Competence:

8.1 Composition:

The committee consist of 3 members appointed by Chairman, including representatives from diverse backgrounds to ensure impartiality.

8.2 Competence:

The MHC ensures that committee members demonstrate the ability to apply knowledge in the following areas:

- Members must be independent of the matter being investigated, in other words, they do not have had a previous involvement with the clients on the matter.
- Guidelines of PS: 4992-2022(R) OIC/SMIIC 2:2019 & PNAC for Halal Certification;
- Familiarity with legal frameworks related to certification, consumer protection, and Halal industry regulations.
- Corrections and corrective actions to be taken with regards to Halal matters;
- Halal food safety management system requirements,
- The certification process
- Competence to make the decision or judgments required of the committee

9. Related Records:

- Customer Complaint Form (MHC/REC-01)
- Customer Feedback Form (MHC/REC-02)