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|---------------------------------------------------------------------------------|---------------------------------------|---------------|-------------|
|  | IS EG HALAL                           | Doc. No.      | EG/PR/04/02 |
|                                                                                 |                                       | Issue No.     | 1           |
|                                                                                 |                                       | Issue date    | 11-11-2024  |
|                                                                                 | Complaint & Appeal Handling Procedure | Revision no.  | 2           |
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## 1. PURPOSE

1.1. To document, establish, implement, and maintain the system for addressing appeals and complaints received by IS EG HALAL, in accordance with the requirements of applicable halal certification systems and international standards for product certification bodies (ISO/IEC 17065).

## 2. SCOPE

2.1. This procedure applies to all appeals and complaints received by IS EG HALAL concerning its product certification activities and decisions.

## 3. RESPONSIBILITY

- 3.1. The CEO:** is responsible for defining the criteria for handling complaints and appeals and ensuring the overall independence of the process.
- 3.2. The Complaints and Appeals Committee** is an independent body responsible for reviewing, investigating, and making final decisions on all appeals and escalated complaints.
- 3.3. The Quality Manager (QM):** is responsible for the effective implementation of this procedure, maintaining records, acknowledging receipts, and coordinating investigations, unless a specific committee intervention is required.

## 4. APPEALS HANDLING PROCESS

4.1. IS EG HALAL maintaining a documented process to receive, evaluate, and make decisions on appeals. All appeals and subsequent corrective actions shall be recorded and tracked.

IS EG HALAL INDIA PVT. LTD.  
  
 Issued by: \_\_\_\_\_  
 QUALITY MANAGER

For IS EG HALAL INDIA PRIVATE LIMITED  
  
 Approved by: \_\_\_\_\_  
 Director

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|                                                                                 | <b>Complaint &amp; Appeal Handling Procedure</b> | <b>Revision no.</b>  | 2           |
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4.2. Upon receipt of an appeal, IS EG HALAL shall verify whether it relates to the certification activities for which the body is responsible. If validated, the appeal will be processed.

4.3. IS EG HALAL shall formally acknowledge receipt of the appeal to the appellant within 7 working days.

4.4. IS EG HALAL being responsible for gathering and verifying all necessary information (to the extent possible) to progress the appeal to an impartial decision.

4.5. The decision resolving the appeal shall be made, or reviewed and approved, by the Complaints and Appeals Committee, ensuring that the personnel involved have not been part of the specific certification activities related to the appeal.

4.6. To ensure there is no conflict of interest, personnel (including those acting in a managerial capacity) who have provided consultancy for, or been employed by the client, shall not be utilized to resolve or judge an appeal for that client within two (2) years following the end of their consultancy or employment.

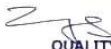
4.7. IS EG HALAL shall provide formal notice of the outcome, and the conclusion of the appeals process to the appellant within 30 working days. If a decision cannot be reached within this timeframe, the appellant shall be informed of the delay and given an extended timeline.

4.8. IS EG HALAL shall take any necessary subsequent actions arising from the appeal's resolution.

## 5. COMPLAINTS HANDLING PROCESS

5.1. IS EG HALAL maintaining a documented process to receive, evaluate, and make decisions on complaints. All complaints and subsequent actions shall be recorded and tracked.

5.2. Upon receipt of a complaint, IS EG HALAL shall confirm whether it relates to certification activities for which it is responsible. If validated, the complaint will be processed.

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5.3. IS EG HALAL shall formally acknowledge receipt of the complaint to the complainant within 7 working days.

5.4. IS EG HALAL being responsible for gathering and verifying all necessary information to progress the complaint to a decision. Based on the verified information, complaints will be categorized and treated as follows:

- Complaints from an applicant or certified client.
- Complaints from a customer/consumer regarding a certified halal product.
- Complaints from any other external stakeholder.

5.5. Complaints from Applicants, Certified Clients, or Stakeholders

5.5.1. The Quality Manager, in consultation with the CEO, shall depute an auditor(s) to investigate the matter. The selected personnel must not have been involved in the certification activities related to the complaint.

5.5.2. The investigator(s) shall submit detailed findings to the Complaints and Appeals Committee for a final decision. The outcome shall be formally communicated to the complainant by the Quality Manager within 30 working days. If a resolution requires more time, the complainant shall be notified with an updated timeline.

5.6. Complaints regarding a Certified Licensee/Client

5.6.1. The complaint shall be forwarded to the certified licensee seeking their official comments and corrective actions.

5.6.2. If the licensee's response and corrective actions are found satisfactory by IS EG HALAL, the complainant will be informed, and the case will be closed.

5.6.3 If the explanation is unsatisfactory, or based on the severity of the complaint, the Complaints and Appeals Committee may decide to conduct an immediate special audit/visit to verify the issue or defer verification to the next scheduled surveillance audit. The complainant shall be kept informed of IS EG HALAL's course of action.

5.7. IS EG HALAL shall take any necessary subsequent actions to prevent recurrence.

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## 6. SUMMARY OF TIMELINES

| Process Type | Acknowledgment Timeline | Resolution/Decision Timeline                  |
|--------------|-------------------------|-----------------------------------------------|
| Appeals      | Within 7 working days   | Within 30 working days (or notified of delay) |
| Complaints   | Within 7 working days   | Within 30 working days (or notified of delay) |

## 7. REFERENCE

- EG/RG/04/02 – Complaint & Appeal Register
- EG/FM/04/02-01 – Complaint Form
- EG/FM/04/02-02 – Appeal Form

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