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PROCEDURE FOR HANDLING COMPLAINTS AND APPEALS

Purpose

To document, establish, implement and maintain the system for addressing appeals and complaints received by IS EG Halal as per requirements of applicable systems and international standards for certification bodies offering product certifications.

Scope

This procedure is applicable to all appeals and complaints received by IS EG Halal related to its product certification.

Responsibility

The Quality Manager, as identified in FR-12 Organisation Chart at its current revision, is responsible for defining criteria for handling complaints and appeals. The Complaint & Appeal Committee is responsible for handling appeals. Complaints will be handled by the Quality Manager unless a specific committee is required.

Recusal of the Director / Issuing Officer: the Director / Issuing Officer shall recuse himself from the handling, review or decision of any complaint or appeal that concerns a certificate he has issued, or any matter in which he was otherwise involved, so as to safeguard impartiality (AS/NZS ISO/IEC 17065 Cl. 7.6). In such cases the Complaint & Appeal Committee shall be constituted from persons not involved in the certification activity concerned.

Complaint & Appeal Committee - Eligibility, Competence and Constitution

A pool of persons eligible to sit on the Complaint & Appeal Committee is maintained, so that a committee able to decide any matter can be constituted without delay. The pool comprises at least three persons, of whom at least one is external to IS EG Halal New Zealand Limited and able to act where the matter concerns the Quality Manager, the Issuing Officer or the CEO.

To be eligible a person shall:

- understand the New Zealand Export Halal Scheme and the Animal Products Notices relevant to the matter, or hold the religious competence required where the matter concerns a halal determination;

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- understand the requirements of AS/NZS ISO/IEC 17065:2013 relevant to complaints, appeals and impartiality;
- not have been involved in the certification activity, decision or conduct that is the subject of the matter, and not have provided consultancy to, or been employed by, the client concerned within the preceding two years;
- have completed FR-24 Committee Member Form, and have signed FR-10 and FR-11.

Members of the pool are recorded on FR-24 with their eligibility evidence. For each matter the Quality Manager records which members were appointed, and any recusal, on FR-04 or FR-08 as applicable. Where no eligible internal member is available, the external member is appointed.

Appeal

Appeal handling process

- IS EG Halal has a documented process to receive, evaluate and make decisions on appeals, and will record and track appeals and the actions undertaken to resolve them.
- An appeal should be against a decision; on receipt IS EG Halal will confirm whether the appeal relates to certification activities for which it is responsible and, if so, will deal with it.
- IS EG Halal will acknowledge receipt of a formal appeal.
- IS EG Halal is responsible for gathering and verifying all necessary information to progress the appeal to a decision.
- The decision resolving the appeal shall be made by, or reviewed and approved by, the Complaint & Appeal Committee, represented by persons not involved in the certification activities related to the appeal, constituted from the pool above. Any member with a conflict of interest, including the Director / Issuing Officer where the appeal concerns a certificate he issued, shall recuse themselves.
- Personnel who have provided consultancy for, or been employed by, a client, including those acting in a head capacity, will not be used to handle the resolution of an appeal for that client within two years following the end of the consultancy or employment.
- IS EG Halal gives formal notice of the outcome and the end of the appeals process to the appellant, and takes any needed subsequent action.

How to submit a complaint or appeal

Any person or organisation, including a halal premises operator, an exporter or importer, the Ministry for Primary Industries (MPI), JAS-ANZ, another Approved Halal Organisation, or a member of the public, may

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submit a complaint about IS EG Halal NZ, its personnel or a client it certifies, and any client or applicant may submit an appeal against a decision. No account, form or fee is required.

A complaint or appeal may be submitted by any of the following: (a) email to the Director at mkoloda@iseghalal.com, or to the company mailbox Australia@ISEGHALAL.COM; (b) telephone on +61 412 588 868 (a message may be left; the matter is then recorded in writing by IS EG Halal NZ); (c) post to IS EG Halal New Zealand Limited, Unit 3, Level 16, The Shortland Centre, 55 Shortland Street, Auckland 1010, New Zealand; or (d) by completing FR-03 Complaint & Appeal Registration Form and sending it by any of the routes above. Use of FR-03 is encouraged but not required, and a complaint is not refused because it is not on the form.

These contact details, and a short description of how to complain or appeal, are published on the IS EG Halal website (<https://www.iseghalal.com/>) together with this procedure, and are given to a complainant on request.

Every complaint or appeal received through any route is recorded on receipt on FR-04 Complaint Register or FR-08 Appeal Register, acknowledged within the timeline below, and handled under this procedure. A complaint or appeal that is received by a person other than the Quality Manager is passed to the Quality Manager on the day it is received.

Where the complaint or appeal concerns the Director / Issuing Officer, or a certificate he has issued, it shall not be investigated or decided by him, in accordance with the recusal requirement above. The Quality Manager arranges for it to be handled by the Complaint & Appeal Committee constituted from the pool, including the external member where required. Where the complaint concerns the Quality Manager, Cl. "Complaints Alleging that Personnel Have Not Met Required Standards" applies.

Process of complaints handling

- IS EG Halal has a documented process to receive, evaluate and make decisions on complaints, and will record and track complaints and the actions undertaken to resolve them.
- On receipt of a complaint from any affected party or stakeholder, IS EG Halal will confirm whether the complaint relates to certification activities for which it is responsible and, if so, will deal with it.
- IS EG Halal will acknowledge receipt of a formal complaint.

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- Based on verified information, complaints are categorised as: complaint from an applicant or certified body; complaint from a client of a certified product; complaint from any stakeholder; or complaint alleging that personnel have not met required standards.

Complaint from applicant or certified body or any stakeholder

The Quality Manager, in consultation with the CEO, will depute any auditor(s) not involved in the certification activities of that certified body related to the complaint to resolve the complaint. The auditor submits detailed findings and the Complaint & Appeal Committee takes a decision, which is communicated to the complainant by the Quality Manager.

Complaint from client of certified licensee

The complaint will be sent to the licensee seeking comments and actions. Where the comments and actions taken are found satisfactory, the complainant will be informed appropriately. Where the explanation is not satisfactory, and based on the seriousness of the complaint, the Complaint & Appeal Committee may decide to arrange an immediate visit to the licensee to verify, or it is verified during the coming surveillance. The complainant is informed of the decision accordingly.

Complaint Handling and Corrective Action

IS EG Halal takes any needed subsequent actions, and will also take corrections and corrective actions against its own system if needed. If needed, IS EG Halal will constitute a committee to handle the complaint. Complaints related to administrative issues will be handled by the Quality Manager, who will keep top management informed.

Complaints Alleging that Personnel Have Not Met Required Standards

A complaint may be received from a halal premises, from the Scheme owner (the Ministry for Primary Industries), from JAS-ANZ, or from another Approved Halal Organisation, alleging that IS EG Halal NZ personnel have not met the standards of conduct, impartiality or competence required of them. Complaints of this kind are handled under this procedure and are distinct from complaints about a certification decision.

Such a complaint shall be referred immediately to the Quality Manager and shall not be investigated by the person who is the subject of it, nor by any person reporting to them. Where the complaint concerns the Quality Manager, it shall be referred to the CEO and the Complaint & Appeal Committee.

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The investigation shall establish the facts, determine whether the required standard was met, and where it was not, identify the cause and the corrective action required. The Complaint & Appeal Committee decides the outcome.

Where the complaint is substantiated, the consequences may include additional training or supervised practice under PR-11, witness assessment using FR-17, suspension or withdrawal of the person's authorisation under PR-11, and action under the disciplinary provisions of FR-19 Agreement with Auditors and Personnel. The outcome shall be recorded against the individual in the personnel record and noted on FR-04.

Where the complaint concerns conduct that may affect the approved status of a halal premises or the integrity of a halal certificate, MPI shall be notified in accordance with PR-01 ANNEX F.1. The complainant shall be informed of the outcome in accordance with the timelines below.

Timelines for Handling Complaints

- Acknowledgement - 7 working days;
- Resolution - without undue delay; the majority of complaints are resolved within one (1) month of receipt (Scheme Cl. 2.2.5(2)(b)). If a complaint cannot be resolved within one month, the complainant is informed of the reason and the expected date of resolution;

Timelines for Handling Appeals

- Acknowledgement - 7 working days;
- Decision - without undue delay; the majority of appeals are decided within one (1) month of receipt. If an appeal cannot be decided within one month, the appellant is informed of the reason and the expected date of the decision;

Acknowledgement and decision due dates and the dates actually achieved are recorded on FR-04 and FR-08. The final outcome is formally notified to the complainant or appellant in writing, and records of complaints and investigations are available to MPI and JAS-ANZ on request (Scheme Cl. 2.2.5(4)).

Reference

- FR-03 Complaint & Appeal Registration Form - the controlled intake form;
- FR-04 Complaint Register;
- FR-08 Appeal Register;
- FR-05 Client Feedback Form;

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- FR-24 Committee Member Form; FR-10 and FR-11 declarations;
- PR-01 ANNEX F.1 - notification to MPI; PR-11 Competence Requirement Procedure; FR-17 Witness Audit Evaluation Form; FR-19 Agreement with Auditors and Personnel.

Document Revision History

Rev.	Date	Description of Change	Reason / Reference
00	02.12.2025	Initial issue.	—
01	24.06.2026	Aligned role references to FR-12 Rev. 01: named Quality Manager; standardised committee reference to “Complaint & Appeal Committee”; added mandatory recusal of the Director / Issuing Officer from complaints and appeals concerning certificates he issued (Cl. 7.6).	FR-12 Organisation Chart Restructuring (Rev. 01, 14.06.2026); ISO/IEC 17065 Cl. 7.6.
02	21.08.2026	Added “Complaints Alleging that Personnel Have Not Met Required Standards”, covering complaints from halal premises, MPI, JAS-ANZ or another AHO about the conduct, impartiality or competence of IS EG Halal NZ personnel: the referral route, the bar on self-investigation, the scope of the investigation, the consequences available under PR-11 and FR-19, and notification to MPI.	JAS-ANZ Form 259 NZEHS checklist NC 2.2.1(2), assessor report 14.08.2026; application IS EG NZ 26-895i.
03	04.10.2026	(a) NC-012 - added FR-03 Complaint & Appeal Registration Form to the Reference section, and added the requirement to record acknowledgement and decision due dates and the dates achieved on FR-04 and FR-08. (b) NC-016 - the Quality Manager is now identified by reference to the role and to FR-12 at its current revision rather than by naming an individual. (c) NC-011 - added the Complaint & Appeal Committee eligibility, competence and constitution section, requiring a pool of at least three eligible persons including at least one external to IS EG Halal New Zealand Limited, recorded on FR-24 with FR-10 and FR-11 declarations, and requiring the members appointed and any recusal to be recorded for each matter.	September 2026 internal audits: Handling of Complaints & Appeals, report FR-21-SEP-2026-002 (NC-011, NC-012); Document Control & Traceability, report FR-21-SEP-2026-003 (NC-016).
04	10.10.2026	Added “How to submit a complaint or appeal”: the channels (email, telephone, post and FR-03) through which an external party, including a halal premises, MPI, JAS-ANZ or another AHO, may submit a complaint or appeal; publication of the channels and this procedure on the website; Resolution within one month for the majority of complaints and appeals (Scheme Cl. 2.2.5(2)(b)), replacing 30 working days; recording of	JAS-ANZ Form 259 NZEHS checklist, Review-2 (SLE/TE 04.10.2026), Observation cl. 2.2.1(2); application IS EG NZ 26-895i.

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		every complaint received by any route; and handling of complaints concerning the Director / Issuing Officer.	
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