



## Appeals and complaints handling procedure

- 1. Purpose :** This document is created to describe the processes/procedure to address, evaluate and decide the complaints and appeals handling.

**Principle :** Dealing with complaints and appeals are part of the responsibilities of the committee of complaints and appeals. The way in which they are dealt with is described in detail in the Complaints and Appeal Procedure below. Complaints and appeals are treated according to the exact same procedure. The organization filing the complaint or appeal will from now on be called "the complainant".

**Reference :** GSO 2055-2:2021 and OIC SMIIC 2 : 2019.

### 2. Appeals handling procedures :

- Appeals must be submitted through the website of Halal Science and Certification Center at [www.halalsciencecenter.com](http://www.halalsciencecenter.com); or by sending an email to [complaint@halalsciencecenter.com](mailto:complaint@halalsciencecenter.com)
- In case of appeals, it must be made within 1 month from the date when a reason have arisen.
- when the appeals have received, the appeals and complaints committee members investigate the subject of appeals
- The investigation shall be made by individual(s) not previously involved in the audit and/or in the decision of the certification related to the subject of the appeal.
- when the appeal is accepted, Halal Science and Certification Center shall give notice to the appellant of it.
- In case where the appeal is not accepted, Halal Science and Certification Center shall give notice to the appellant of it with the reasonable and clear reason sent via [complaint@halalsciencecenter.com](mailto:complaint@halalsciencecenter.com).
- the decision of the appeals made by the committee members at the committee meeting shall be communicated to the appellant. The decision regarding appeals shall be taken unanimously, not by majority votes.
- when the appellant agrees with the result, Halal Science and Certification Center inform the appellant of the end of the appeals-handling process.
- It is important to note that submission, investigation and decision on appeals will not result in any discriminatory actions against the appellant.

### 3. Complaints handling procedures :

- Complaints must be submitted through the website of Halal Science and Certification Center at [www.halalsciencecenter.com](http://www.halalsciencecenter.com) or by sending an email to [info@halalsciencecenter.com](mailto:info@halalsciencecenter.com); Halal Science and Certification Center will not respond to anonymous complaints or complaints without clear contact information.
- Halal Science and Certification Center shall investigate whether it relates to the certification activities and scopes for which Halal Science and Certification Center is responsible for.
- Where the complaint is accepted, within one day an administration officer will notify to the complainant that the complaint has been received.



**Notes : if the complaint is related to Halal certification service or complaints by consumers** relevant to a halal certified product; the complaint is directly going to the Top management of Halal Science and Certification Center.

- m. After accepting the complaints, the investigation shall be made by the committee or individual(s) not previously involved in the audit and/or in the decision of the certification related to the subject of the complaints.
- n. In case where the complaint is not accepted, Halal Science and Certification Center shall give notice to the complainant of it with the clear reason(s).
- o. The responsible person on the members should investigate the matter and actions to be taken by Halal Science and Certification Center and a response to the complainant as soon as possible; normally within one or two days after the complaint has been received.
- p. If as a result of such evaluations, the complainant is found to be justified, the certificate holder shall be required to compensate for the damage (s) caused under the relevant provisions of the contract.
- q. Halal Science and Certification Center will not disclose any personal information without consent of the person (s) in question, however, it may refer the case to the organization concerned at an appropriate time to proceed with the further handling process.
- r. The decision shall be informed to the complainant through email [info@halalsciencecenter.com](mailto:info@halalsciencecenter.com) The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.
- s. When the complainant agrees with the decision, administration officer gives notice that the complaint has been solved through the complaint-handling process.
- t. \*when the appeals and complaints decision are not accepted by the appellants and complainants, they can request the re-examination of 2nd response within 30 days. It can be made only if they have additional information, such as new findings. Then Halal Science and Certification Center can review and consider the counterplan before making a decision and response.