






PROCEDURE NO- TUVSUD-HCP-03	Rev. No.: 03	Revision Date: 19.08.2024	Initial Date: 07-10-2017
TITLE:	HALAL CERTIFICATION PROCEDURE FOR COMPLAINS AND APPEALS		

Prepared by:	Reviewed by:	Approved by:
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HALAL CERTIFICATION PROCEDURE FOR COMPLAINS AND APPEALS



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### COMPLAINTS AND APPEALS

An essential goal of **TÜV SÜD Middle East** is to satisfy the customer requirements. One means is to maintain regular contact to the customer to exchange experience, so the service can be enhanced and optimized. The procedure describes the measures taken to reported customer's complaints and appeals.

#### A. COMPLAINTS

- 1) **TÜV SÜD Middle East's** complaints procedures have been designed to ensure that only valid and actionable complaints are investigated and considered.
- 2) **TÜV SÜD Middle East** has used an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating.
- 3) The procedure also ensures that all parties involved in the complaint have an opportunity to document circumstances warranting the complaint and to respond to the complaint.
- 4) Complaints which have been received against any employee will be investigated by **TÜV SÜD Middle East's** Appeals and complaints committee.
- 5) In the case of any appeals or complaints regarding Halal certification services will be raised to the TUV SUD Middle East LLC. A committee, or two distinct committees, for appeals and complaints will be established and be responsible for resolving such cases and informing the concerned parties accordingly.
- 6) If the complaint is considered actionable, the committee informs both the employee and the complainant of the official opening of the investigation. **Refer Appeal and Complaints Committee Charter Doc Ref No TUVSUDHC-REC-60**
- 7) The appeals and complaints committee will consist of a minimum of three (3) persons in which one will be a Halal Islamic affairs expert
- 8) Following the investigation of the complaint, the Appeals and complaints committee informs the employee and the complainant of its decision.
- 9) The concerned manager will initiate the necessary and suitable corrective and preventive action. The details of the actions will be recorded and approved by management.
- 10) A description of the complaints-handling process will be accessible without request. The quality manager will be monitoring this process to ensure that all parties are treated fairly and equitably at planned intervals.



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- 11) **TÜV SÜD Middle East** will always ensure that all complaints are handled and processed in a constructive, impartial and timely manner.
- 12) Whenever possible, **TÜV SÜD Middle East** will acknowledge receipt of the complaint and will provide the complainant with progress reports and the outcome.
- 13) Whenever possible, **TÜV SÜD Middle East** will give formal notice of the end of the complaints-handling process to the complainant.
- 14) The complaints-handling process will be subject to requirements for confidentiality by the entire certification department, as it relates to the complainant and to the subject of the complaint.
- 15) The decision to be communicated to the complainant will be made by, or reviewed and approved by, personnel not previously involved in the subject of the complaint.

### **B. APPEALS AGAINST DECISION ON CERTIFICATION PROCEDURE**

- 1) That **TÜV SÜD Middle East** will acknowledge receipt of the appeal, and once receipt of appeal against the result of the Halal Certification process will be forwarded to concerned manager for suitable initial investigation.
- 2) An investigation against appeal will be carried out by appeals and Complaints committee members.
- 3) If the appeal is considered actionable, the appeal will be tracked, recorded and the action for the appeals will be taken based on the outcomes of decision made by the committee, taking into account the results of previous similar appeals.
- 4) Following the investigation of the appeal, the operation manager informs the client/ candidate of committee decision.
- 5) The concerned Manager will initiate the necessary corrective action. Therefore, will be approved by management to ensure that the appropriate correction and corrective action are taken
- 6) TÜV SÜD Middle East is responsible for gathering and verifying all necessary information to validate the appeal
- 7) The invalid appeals will be notified to the respective client/candidate.
- 8) In case of dispute between **TÜV SÜD Middle East** and other clients, therefore if the client refuses to pay whatever is outstanding then the situation will be referred to the legal representative/ lawyer as required.
- 9) **TÜV SÜD Middle East** will monitor the implementation of this procedure to ensure that all appeals are dealt in a constructive, impartial and timely manner.
- 10) A description of the appeals- handling process will be publicly accessible without request.



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- 11) TÜV SÜD Middle East will only be responsible for all decisions at all levels of the appeal-handling process. And will ensure that the decision-making personnel engaged in the appeals-handling process are different from those who were involved in the decision being appealed.
- 12) Submission, investigation and decision of appeals will not result in any discriminatory actions against the appellant. In case of any complaint against wrong behavior will be subject to another investigation and therefore action will be taken.

All the Appeals and complaints will be sent to TUV SUD Middle East by downloading and using the appropriate from the website.

- Appeal Notice form TUVSUDHC-REC-59
- Complaint form TUVSUDHC-REC-27

### Document History:

Revision No.	Date	Reasons of Change	Prepared by	Reviewed By	Approved by
0	12.12.2016	Initial establishment	Ms. Mai Zammam	Mr. Muhammad Zammam	Mr. Salah Safah
1	07.10.2017	Full Document review as per GAC requirements	Mr. Anis	Mr. Muhammad Zammam	Mr. Salah Safah
2	03.04.2022	Revision as per new version of GSO 2055-2:2021	Ms. Sajana Ashruf	Mr. Muhammad Zammam	Mr. Salah Safah
3	19.08.224	Full Document review	Mr. Ghassan Ramadan	Mr. Yasir Ali	Mr. Shaheer Marath