

## 1.0 Purpose

This procedure covers handling of complaints and appeals raised during Halal certification that has been unintentionally produced and distributed contrary of Halal standards. This procedure covers the identification, traceability in the shortest possible time. 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.

## 2.0 Scope

This procedure covers the disputes that may come from organizations, customers or related parties regarding the Halal Certification activities / audits and certification decisions carried out by USB PAKISTAN LLP.

## 3.0 Responsibilities

**Any member of Complaint & Appeal Committee** receiving a complaint/appeal related to a potential problem must promptly obtain information about problem and notify the Technical Manager upon learning of any extortion incident.

**Certification Manager** is responsible to coordinate and call out a meeting of Complaint & Appeal Committee to discuss necessary actions to be taken.

**Technical Manager** is responsible to identify the points where the potential problems occurred or from where the information's is to be collected.

## 4.0 Procedure

### 4.1 The Initial Alert

The first alert to potential complaints/appeals may come in many ways e.g.

- Commercial
- Auditing
- Client
- Certification Body
- Technical
- Negative Feedback from client through client feedback form

(As per assessment rating of customer feedback form "4- need for improvement" would be considered as negative)

Upon learning of any incident, Certification Manager is notified. In the absence of Certification Manager, Complaint & Appeal Committee members is informed. After receipt of notification a meeting of Complaint & Appeal Committee is called out to discuss the necessary actions.

### 4.2 Causes

- Failures in risk management programs
- Failures in Halal programs
- Failures in Halal assurance systems
- Accidents / Sabotage / Extortion

### 4.3 Problem Verification and Evaluation:

Necessary information's are collected and sent immediately to the Complaint & Appeal Committee and to

accomplish this task, where the committee for investigation comprised of at least 03 persons and at least one of whom is a Halal Islamic affairs expert, who were not involved in the certification process or activities related to the complaint/appeal nor has been employed by the complainant/appellant or render consultancy service for them within two years, shall be formed. The personnel or committee will gather all the necessary information and evidence to verify the merit of the complaint/ appeal. The root cause of a valid complaint/ appeal shall be determined based on outcome of the investigation, and appropriate action plan to prevent recurrence shall be recommended by the Technical Manager, subject to approval by the CERTIFICATION MANAGER.

**4.4 Assessment of the Effectiveness of a Complaint/Appeal**

The effectiveness of the implemented corrective action shall be verified by the Complaint & Appeal Committee within the time frame specified. Complaint and Appeal Form is used to record all activities concerning handling of complaints and appeals. These complaints/ appeals are also part of the management review meeting.

The outcome of complaint/ appeal investigation and final decision, including any action required from the client shall be communicated to the complainant/appellant by the CERTIFICATION MANAGER or Technical Manager within 1 month after receiving appeal & complaint. Client’s feedback on USB PAKISTAN LLP process of handling complaints and appeals are welcomed and duly recorded in the same Complaint and Appeal Form.

To determine if complaint/appeal has been carried out successfully, the following is considered by the complaint & appeal committee:

- The speed of the complaint/appeal actions and complete within 1 month.
- The time taken to retrieve the certificate from client
- The accuracy and traceability of records relating to the problems and its location in the certification process
- The accuracy of identification of the problem in the certificate
- Management of any adverse publicity
- Development of an action plans to manage and implement any system deficiencies that were identified.

**5.0 Records**

<b>Document Number</b>	<b>Title or Description</b>
UHMS-PK-FRM-3003	Complaint & Appeal Committee
UHMS-PK-FRM-3035	Complaint & Appeal Form
UHMS-PK-FRM-3036	Complaint & Appeal Log Sheet
UHMS-PK-FRM-3037	Customer Feedback Form

**Reviewed By:**                      **Technical Manager**

**Signature:**  \_\_\_\_\_

**Reviewed By:**                      **Sharia Expert.**

**Signature:**  \_\_\_\_\_

**Endorsed By:**                      **Certification Manager**

**Signature:**  \_\_\_\_\_