	<b>Global Halal Systems</b>		<b>GHS</b>
	<b>SOP-11 Complaints and Appeals</b>	<b>SOP-11</b>	
		<b>Issue:01-11-2023</b>	
		<b>REV.01</b>	
		<b>Page 1 of 6</b>	

## 1.0 Purpose

- 1.1. The purpose of this procedure is to outline the process that should eventuate in the event that a complaint or appeal is received from customers, certified organizations, certified persons (in the event of training), university students and other parties in regard to the rules, policies, procedures , Halal certification decisions, or overall GHS™ operations.

## 2.0 Scope

- 2.1 The procedure covers the complaints and appeals addressed to GHS™ in response to the assessment actions, recommendations that follow, and the role of the Appeal committee in reaching a conclusive settlement on account of the appeal.

## 3.0 Terms, Definitions & Abbreviations

**Complaint:** : Expression of dissatisfaction, other than appeal, by any person or organization to a conformity assessment body, relating to the activities of that body, where a response is expected

**Appeal:** Request by the provider of the object of conformity assessment to the conformity assessment body for reconsideration by that body of a decision it has made relating to that object.

**GHS™ Services:** Halal certification of products and processes (i.e., Slaughtering)

## 4.0 References and Related Documents

**ISO/IEC 17000:** Vocabulary and general principles

**ISO/IEC 17021-1 :** Conformity Assessment-Requirements for bodies providing audit and certification of management systems-Part 1

**ISO/IEC 17065:** Requirements for bodies certifying products, processes and services


**GSO 2055-2:2021 :** Part-2 General Requirements for Halal Certification Bodies

**UAE.S 2055-2:2016:** General Requirements for Halal Certification Bodies

**OIC/SMIIC 2:2019:** Requirements for Bodies providing Halal Certification

**HAS 23000:2:** Requirements for Halal Certification Bodies

**BCG Halal 1:2007:** Brunei Darussalam Guidelines for Halal Certification

	<b>Global Halal Systems</b>		<b>GHS</b>
	<b>SOP-11 Complaints and Appeals</b>	<b>SOP-11</b>	
		<b>Issue:01-11-2023</b>	
		<b>REV.01</b>	
		<b>Page 2 of 6</b>	

**MS 1500:2019:** General Requirements for Halal Foods

**ISO 9001:2015** : Requirements of Quality Management Systems

**HQMSM 01** : Halal quality management system Manual

## 5.0 Workplace Health and Safety

No identified workplace health and safety issues have been identified.


## 6.0 Responsibilities

- The General Manager, TM, and complaints & appeals are responsible for implementation and management of this procedure

## 7.0 Procedure

### 7.1 General

- 7.1.1 Complaints and appeals forms [SOP 11 F01 COMPLAINT APPEAL FORM] are available on website in the form of electronic version [[www.Globalhalalsystems/complaints-and-appeals-form/](http://www.Globalhalalsystems/complaints-and-appeals-form/)] and/or and sent to clients, trainees during delivering the services in hard copy or soft copy version.
- 7.1.2 Complaints and appeals accepted in any form (i.e., emails, fax, letterheads, direct calls, social media etc.)
- 7.1.3 Complaints and appeals forms [SOP 11 F01 COMPLAINT APPEAL FORM] are received from customers, certified organizations, candidates, certified persons, and other parties in regards to the rules, policies, procedures, certification decisions, or overall GHS™ operations.
- 7.1.4 All complaints are reviewed by the GM and/or a TM assigned by him.
- 7.1.5 The GM will not be part of the staff involved in the assessment against which a complaint or appeal is being issued
- 7.1.6 In the event that the person filing the complaint is not satisfied with the review and the decision made upon the complaint, he or she may consider filing an appeal
- 7.1.7 Subsequently, GHS™ appoints a complaints and appeal committee which is in charge of the appeal process and is accountable for safeguarding the impartiality with respect to the appeal and the operations of the organization. This structure enables the participation of all parties significantly concerned in the development of policies and principles regarding the content and functioning of the GHS™ services, without any particular interest is predominating.
- 7.1.8 Committee and appeals members are documented in committee member form [SOP 01-W01- 1 Personnel Authorization]
- 7.1.9 The complaints and appeal committee is composed of at least three members with a majority of members being of GHS™ personnel. Upon request of the Complaints and appeal committee, the management will provide to the committee all the necessary information, including the reasons for all significant decisions,

	<b>Global Halal Systems</b>		<b>GHS</b>
	<b>SOP-11 Complaints and Appeals</b>	<b>SOP-11</b>	
		<b>Issue:01-11-2023</b>	
		<b>REV.01</b>	
		<b>Page 3 of 6</b>	

actions, and the selection of persons responsible for particular activities, to enable GHS <sup>™</sup> to ensure proper and impartial decision

7.1.10 The complaints and appeal committee is independent of management in their recommendations except as required by international or national law. If the recommendation of the board is not respected by the management, the board will take appropriate measures, which may include informing the impartiality committee and sharia committee

7.1.11 All received complaints and/or appeals are discussed using Complaints/Appeals Discussing Meeting Minute [SOP - 11 F03 Complaint Appeal Meeting]

7.1.12 MR update Complaints/Appeals Register Form [SOP 11 F02 COMPLAINT APPEAL Register]

7.1.13 The decision resolving the complaint or appeal shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint or appeal.

## 7.2 Criteria for selecting the complaints and appeal committee

7.2.1 The members of complaints and appeal committee can be the same as the Certification Scheme Committee or other and impartial members assigned by GHS <sup>™</sup>

7.2.2 In the event that a member or members of the Complaints and appeal committee have a conflict of interest, based upon the facts or circumstances of a specific appeal, including employment or other affiliations of the appellant, GHS <sup>™</sup> management in conjunction with the acting Chair of the Complaints and appeal committee will select a substitute member or members to hear and decide upon that claim.

## 7.2 Complaint's process


7.2.1 The complaint using Appeal/Complaint form [SOP 11 F01 COMPLAINT APPEAL FORM] will be submitted immediately after receiving the re-evaluated decision and no later than 30 working days after receiving the decision

7.2.2 The complaint will be submitted in writing through e-mail and/or any other way identified in 7.1

7.2.3 The Appeal/Complaint form will contain the complainant information (legal name, address, and other contact details) of the complainant, will include the complainant's opinion about the assessment, the reasons for complaints or disapproval with the decision reached during the first decision and second evaluation, as well as the settlement being sought.

7.2.4 Submission, investigation, and decision on complaints will not result in any discriminatory actions against the complainant.

7.2.5 MR responsible to maintain appeals and complaints in Complaints/Appeals Register Form [SOP 11 F02 COMPLAINT APPEAL Register]

	<b>Global Halal Systems</b>		<b>GHS</b>
	<b>SOP-11 Complaints and Appeals</b>	<b>SOP-11</b>	
		<b>Issue:01-11-2023</b>	
		<b>REV.01</b>	
		<b>Page 4 of 6</b>	

- 7.2.6 When the submitter disagrees with the evaluation/assessment given he or she must declare in writing the reasons for disapproval to GHS™ at the earliest convenience
- 7.2.7 Complaints will be reviewed by the Managing Director and/or a designated employee assigned by him or her. The designated employee will not be part of the staff involved in the initial assessment. Complaint reviewer should consider the complainant's explanation and provide a written response, which includes:
- 7.2.8 a clear explanation, or a repeated explanation of the assessment decision following a re-evaluation of the evidence.
- 7.2.9 The reviewer of the complaint should reply within 30 working days after receiving a complaint. The complainant will receive an answer on the decision reached in writing (via email) using
- 7.2.10 If the Complainant agrees with the outcome at this stage, then the complaint does not proceed to further stages.
- 7.2.11 If the complainant is not satisfied with the outcome, then he or she may file an Appeal (see below Appeals process).
- 7.2.12 If necessary, GHS™ will take appropriate correction and corrective actions
- 7.2.13 All Complaints, including actions taken, will be tracked, and recorded by GHS™ in Complaints/Appeals Register Form [SOP 11 F02 COMPLAINT APPEAL Register]]
- 7.2.14 Instructions to file a complaint:


1. Go to: [www.globalhalalsystems.com](http://www.globalhalalsystems.com)
2. Click "Contact" from top menu then click "Contact Us" from the drop-down menu that will appear
3. Click "Contact us"
4. From a drop down menu under "Help Topic" please choose "Make a Complaint/Appeal"
5. Please duly complete all the fields and submit the form (click "Submit ")

- Information to include in your complaint: Beside personal information (full name, company name, email address, telephone), please write in the message box your opinion about the assessment and why you are not satisfied with the first decision and second evaluation.

### 7.3 Appeal process

- 7.3.1 Where the Complainant disagrees with the decisions of stage one (re-evaluation) and stage two (complaint), then he or she may proceed to stage three and file an appeal explaining the reasons for disapproval.
- 7.3.2 The Appeal will be submitted soon after receiving the complaint decision and no later than 90 days (three months) after receiving the decision.
- 7.3.3 The Appeal will be submitted in writing by e-mail.
- 7.3.4 The Appeal will include the Appeal Fees (if applicable)
- 7.3.5 The Appeal, besides the personal information (full name, address and other contact details) of the Appellant, will include the opinion about the assessment and why the Appellant is not satisfied with first, second evaluation and a review done after the complaint.




	Global Halal Systems		GHS
	SOP-11 Complaints and Appeals	SOP-11	
		Issue:01-11-2023	
		REV.01	
		Page 5 of 6	

- 7.3.6 GHS™ appoints complaints and appeal committee, which is in charge of the appeal process, and is accountable for safeguarding the impartiality with respect to the appeal and the operations of the organization. This structure enables the participation of all parties significantly concerned in the development of policies and principles regarding the content and functioning of the GHS™ services, without any particular interest is predominating.
- 7.3.7 Appeal Board will respond to an appellant in writing (via email) within 60 days after receiving the appeal. It should be noted that this decision is absolute and final.
- 7.3.8 Submission, investigation and decision on Appeals will not result in any discriminatory actions against the Appellant.
- 7.3.9 All Appeals, including actions taken, will be tracked, and recorded by GHS™
- 7.3.10 Instructions to file an appeal:
1. Go to: [www.globalhalalsystems.com](http://www.globalhalalsystems.com)
  2. Click "Contact" from top menu then click "Contact Us" from the drop-down menu that will appear
  3. Click "Contact us"
- 7.3.11 From a drop down menu under "Help Topic" please choose "Make a Complaint/Appeal"
- 7.3.12 Please duly complete all the fields and submit the form (click "Submit ")
- 7.3.13 **Information to include in the appeal:** Beside contact information (full name, company name, email address, telephone), appellant will write in a message box his opinion about the assessment and why he is not satisfied with the first, second evaluation and a review done after the complaint.
- 7.3.14 All appeals and complaints will be discussed in management review activities as inputs and take necessary actions for continuous improvement. [SOP-05 Continuous Improvement .].

## 7.0 Related Records

- SOP-08 NC - CAP
- SOP 08-F01 NC Report
- SOP 11 F01 COMPLAINT APPEAL FORM
- SOP 11 F02 COMPLAINT APPEAL Register
- SOP - 11 F03 Complaint Appeal Meeting
- SOP-10 Management Review
- SOP-05 Continuous Improvement .

	Global Halal Systems		GHS
	SOP-11 Complaints and Appeals	SOP-11	
		Issue:01-11-2023	
		REV.01	
		Page 6 of 6	

### Modification Statement

NR	Modification Statement	Modification Date	Page No.
1			
2			
3			
4			
5			
6			
7			

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