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## MUSLIM JUDICIAL COUNCIL HALAAL TRUST (MJCHT)

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MJCHT/Complaints&Appeals/APPLIC003/ISO7.13

### COMPLAINTS & APPEALS

The Muslim Judicial Council Halaal Trust [MJCHT] is committed to listening and evaluating the input, concerns, feedback and overall responses from our clients and general stakeholders. We understand that although we strive to ensure a harmonious business environment and operations, there is the possibility of human error or an unfortunate experience or interaction.

We have a cohesive, inclusive, and responsive policy when it comes to receiving and processing of appeals and complaints. We will review and consider every single appeal and complaint irrespective of its severity or relevance. This is a corporate policy that we apply to improve our relations and experiences with clients, stakeholders and the public.

This procedure aims at defining the terms and the responsibilities of MJCHT in managing the complaints or appeals and the recommendations to resolve and to avoid any situation causing consumers' and clients' dissatisfaction. Managing the complaints, appeals, and recommendations are resolutions that serve to enhance the quality of the service rendered by the MJCHT.

#### MANAGEMENT PROCEDURE

#### COMPLAINTS

Any written complaint – if referred to MJCHT certification/control/inspection activity, is reviewed and assessed to adopt all necessary corrections and/or corrective actions where necessary. Verbal or telephonic complaints will likewise be taken into consideration in relation to the importance of what is reported. Anonymous complaints, however, will be afforded any consideration.

MJCHT shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, deal with it and address it. If the complaint relates to a certified client, then examination of the complaint is considered in reference to the effectiveness of the certified management system of the client.

The complaints-handling process is confidentially managed by the **MJCHT's Complaints Committee**, in respect to the complainant and the content of the complaint itself. The Head of the **Complaints Committee** collects and verifies all the necessary information concerning the complaint to validate the complaint and draw the necessary elements for assessment.

The examination of the complaint is carried out by the Complaints **Committee**, with the possible collaboration of the Sharia Compliance Auditor to avoid the recurrence of the problems and to ensure the continuous improvement of the operating activities. The conclusions are presented to the Chief of Operations [COO] for approval.

If the complaint arises from a certified client, the MJCHT will inform the client how the complaint is being dealt with and resolved.

The management of the complaint may also include an analysis aimed to identify the causes of any non-compliance or deficiencies of MJCHT or the inspectors appointed by it. This will ensure client satisfaction, compliance with procedures, rules and regulations to be met and the efficiency of the activities carried out by MJCHT.

## **APPEALS**

Any client with a certification/inspection contract with MJCHT may lodge a written appeal against the MJCHT decisions, such as suspension/withdrawal of certification or non-acceptance of the certification request.

Any written appeal received by MJCHT is considered and processed in order to adopt all necessary corrections and/or corrective actions, without discrimination. MJCHT is responsible for decisions, at all levels of its organization, in relation to the process of handling appeals. The MJCHT guarantees the necessary independence required to manage the appeal impartially. (See MJCHT Impartiality Policy)

Appeals are examined by the **Complaints/Appeals Committee** appointed by MJCHT, Director, who might request that the **Committee for the Protection of Impartiality** manage the appeal. The Head of the involved committee will collect and verify all the necessary information concerning the appeal in order to allow the Commission to validate the appeal itself and draw the necessary elements for evaluation in order to make a final decision.

In case of acceptance of the appeal by the Committee in charge, MJCHT Management must inform the client and take appropriate corrective action within the MJCHT. The Quality Department must then verify the application and the effectiveness of the adopted actions.

Submission, investigation, and decision on appeals shall not result in any discriminatory actions against the appellant.

If there is no sufficient evidence for acceptance, the appeal is rejected, and the decision is justified to the appellant.

MJCHT confirms receipt of the appeal and provides information about the progress, the findings and the related conclusions to the appellant. MJCHT records all appeals, including actions undertaken to resolve them.

Complaints by consumers regarding a certified Halal product/service shall be evaluated by MJCHT, which will be responsible for making the necessary investigations. As a result of such evaluations, if the complaint is found to be justified then the certificate holder shall be required to compensate for the damage(s) caused under the relevant provisions of the contract.

## **COMPLAINTS/APPEALS COMMITTEE**

Members of the **Complaints/Appeals Committee** are elected by the Director of the MJCHT. The members of this committee shall be an independent structure, not involved in any phase of the Halal certification system related to the subject of the complaint or appeal. This committee shall consist of a minimum of three (3) persons, with at least one being a Shariah Affairs expert.

## **DOCUMENT AND EVALUATION PROCESS**

The MJCHT has a documented process to receive, evaluate and make decisions on complaints and appeals. The MJCHT records and tracks complaints and appeals, as well as actions undertaken to resolve them.

Documents regarding complaints, appeals, and disputes are kept by the **Complaints/Appeals Committee & the Doc Management System**. All appeals/complaints is filed in a special register, together with documents related to consequent actions. Every single case is registered on a specific form, (See MJCHT Complaint Declaration Form), which contains the following information:

- Identification of the person making the complaint/appeal/controversy;
- Brief description of the complaint/appeal/controversy with reference to the documents produced in support;
- Related MJCHT documents;
- Role of who carried out the analysis;
- Motivated outcome of the examination (with reference to any decision of the Impartiality Committee/Appeals Committee);
- Possible non-conformities or lacks detected in the MJCHT and related corrections and / or corrective or preventive actions taken (including times and responsibilities);
- Closing actions.

**The entire process for processing complaints and appeals is in accordance with clause 7.13 of ISO 17065**

## **Appeals Process**

*Stage 1* – The appellant will **lodge** their complaint or appeal to the dedicated web portal for complaints on the MJCHT’s website or send an email to: [info@mjchalaaltrust.co.za](mailto:info@mjchalaaltrust.co.za)

*Stage 2* – The MJCHT will **receive** the complaint and if required along with the appellant obliging, will request a detailed description of the appeal/complaint.

*Stage 3* – The MJCHT will **evaluate** the appeal/complaint, review it and after an assessment will explore possible resolutions.

*Stage 4* – The MJCHT will notify the appellant/complainant that their appeal or complaint has been processed, and the measures/**resolutions** the MJCHT will take to rectify the concerns.

All complaints and appeals are processed by internal management. All complaints and All complaints and appeals are processed by the MJCHT’s Complaint/Appeal Committee. All complaints and appeals will be thoroughly and confidentially processed and will be reviewed in an objective manner regardless of the contents.

If you have any complaints, or anything related to an unfortunate experience, then please fill out the form and mail to: [info@mjchalaaltrust.co.za](mailto:info@mjchalaaltrust.co.za), or contact the MJCHT via the website [www.mjchalaaltrust.co.za](http://www.mjchalaaltrust.co.za).