



# MJC Halaal Trust

## COMPLAINTS AND APPEALS PROCEDURE

### PURPOSE

The purpose of this procedure is to describe how all complaints and appeals are captured, investigated and managed so that it is addressed and resolved.

### SCOPE

The MJCHT will document and investigate any complaint and appeal directed towards it that applies to the certification activities for which it is responsible.

### RESPONSIBILITY

- The Quality Assurance Manager (QAM)
- Sharia Compliant Auditor (SCA)
- Sharia Advisory Committee (SAC)

### RELEVANT DOCUMENTATION

- Complaint log sheet Ref: [ComplaintLogSheet/Form005]
- Non-Conformity Corrective Action Clearance Report  
For external NC's [NC/CA/CR/AUDIT008] & Internal NC's

### PROCEDURE

#### Complaints

The Quality Assurance Manager will upon receipt of a complaint/Appeal:

- confirm whether the complaint relates to the certification activities,
- inform the complainant that the complaint has been received and that it will be treated as a complaint,
- document and record the complaint
- ensure that the complaint is investigated and handled at the proper level of authorisation within the Certification Body,
- investigate the complaint and if necessary, seek the aid of impartial and independent technical experts.
- forward complaints relating to impartiality to the impartiality committee;
- determine whether the decision made, or action performed has been made on false grounds, in conflict with the scheme regulations (ISO/IEC 17065:2012, scheme specific documents), or for any other reason is found to be incorrect;
- establish a plan for implementation of corrective actions;
- Ensure that before a complaint is closed off, the decision is reported to the COO.

When the Complaint has been closed, the Quality Assurance Manager will:

- Inform the complainant about the outcome of the complaint, and their right to appeal
- report the complaint and the corrective actions to the Head of the Certification Body and ensure that further identified nonconformities are reported and handled, and
- ensure that relevant documentation is placed under document control.

## **Appeals**

A complainant that is not satisfied with a decision, or with the outcome of a complaint, that applies to the certification activities for which the Certification Body is responsible may file an appeal.

To preserve the impartiality of the appeals process, appeals are handled by the Quality Assurance Manager who is not involved in the decision appealed or the certification process.

If the Quality Assurance Manager is unable to resolve the matter, it will be escalated to the Shariah Advisory Committee for resolution.

If the Shariah Advisory Committee is unable to resolve the matter, it will be presented to the Impartiality Committee who will investigate and assess the appeal and resolve the matter.

### **The Quality Assurance Manager is responsible for:**

- confirming whether the appeal relates to the certification activities.
- checking that the appeal has arrived in time and contains all necessary information.
- informing the appellant that the appeal has been received and that it will be treated as an appeal.
- determining whether the decision under investigation has been made on false grounds, in conflict with the scheme regulations (ISO/IEC 17065, scheme specific documents), or if it contains errors;
- investigating and handling the appeal, and proposing consequent actions (if necessary, the aid of impartial and independent technical experts shall be used);
- presenting the appeal, and the investigation, to the Shariah Advisory Committee who is responsible for the decision about the appeal.
- ensuring that the appellant is informed about the outcome of the appeal,
- ensuring that documentation relevant to the resolution of the appeal and all subsequent actions are documented.