



## Appeals and complaints procedure

Doc. No. JIT-ACP  
Issue date: 01/12/2017  
Issue/ Revision No. (2/0)  
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# Appeals and Complaints Procedure

Signatories	
Preparation	Process Owners
Review	Quality Manager
Approval	Director of JIT HALAL Certification Office



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## 1- Purpose

The purpose of this procedure is to define the process to ensure, manage, plan, establish, implement and maintain the appeals and complaints process including receive, evaluate and make decisions on appeals and complaints.

## 2- Normative references

- ISO/IEC 17065-2012: Conformity assessment – Requirements for bodies certifying products, processes, and services
- UAE s 2055:2016 Halal Products – Part tow – General Requirements for Halal Certification Body
- ISO/IEC 17021: 2015 assessment – Requirements for certification body

## 3- Definitions and acronyms.

**3.1 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;

**3.2 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.

## 4- Responsibility

JIT HCB Director, Appeals and complaints Committee are responsible for ensuring this procedure is implemented effectively.

## 5- Procedure

### 5-1 Appeal and compliant Committee

Committee for appeals and complaints established and be responsible for resolving such cases and inform the related parties accordingly, according to the Management of Impartiality and Committee meeting Procedure “JIT-CMP” the members of this committee shall be separated from any phase of the Halal process certification related to the subject complaint or appeal, Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.



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### 5-2 Receive the Appeal or Complaint

5-2-1 A complaint or appeal can be made by any person or organization against to the following :

- HCB decision, committee, auditor, export, or HCB staff.
- HCB process or procedure.
- Process of auditing by auditor or result of audit.
- Misuse of certification status either in the scope or in the Halal logo.
- Regarding a certified Halal product/service
- Refusal to accept an application.
- Delay in audit plan implementation.
- Non- response to change of certification scope
- Decisions to suspend or withdraw certification

5-2-2 A complaint or appeal shall be submitted in writing, to assist in this process, complaints and appeal should include following information:

- Name and contact details of the complainant
- Complaint/appeal should be reasonable.
- Clear description of the nature of the claim, reason of the claim and supporting evidence of the issue(s)
- Evidence to support each element or aspect of the complaint or appeal (documents, locations, persons, dates etc.)

5-2-3 The Appeal shall be submitted soon after receiving the decision and no later than 30 days (one month).

5-2-4 HCB will provide an initial response, including an outline of the proposed course of action to follow up on the complaint or appeal, within two (2) weeks.

5-2-5 **Instructions to file and send a complaint or appeal :**

- Download the form from the link : <http://www.islam.or.jp/en/halalfood/>
- Fill out the form.
- Send the form by E mail info@islam.or.jp or Halal@islam.or.jp , Mail address 3-42-11 Minami Otsuka, Toshima-ku, Tokyo 170-0005 JAPAN

### 5-3 Evaluate Investigating the appeal/complaint

5-3-1 HCB / Appeals complaint Committee will determine competence person/s separated from any phase of the Halal process certification related to the subject complaint or appeal will be responsible for Investigations

5-3-2 The investigation may be including the following:

- Tracking and recording appeals including identify the cause of the problem actions undertaken to resolve them and record corrective action.



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- Review of the record, report, and application review, audit process documents related with Appeal or compliant.
- Interviews with audit team members, as appropriate.
- Interview with client's personnel, as appropriate.
- Inspection or visit or necessary information to validate the complaint with sampling, as appropriate.
- Submit laboratory if need test.
- Premises and surrounding situation confirmation.
- making or showing no unfair or prejudicial distinction to the appellant
- Confidentiality to the complainant.
- Taking into account the results of previous similar appeals.

5-3-3 JIT HCB will keep the complainant informed of progress in evaluating the complaint or appeal;

5-3-4 HCB will investigate the allegations and specify all its proposed actions in conclusion to the complaint or appeal.

5-3-5 The responsible person will be reported the result of investigation supported with documents to Appeals and Complaints Committee.

5-3-6 HCB will finally notify the complainant when the complaint is considered to be closed.

### 5-4 Decision make

5-4-1 Appeals and Complaints Committee have to review the report and documents, and requested any information if needed.

5-4-2 Review Appeal and finalize the investigation within 15 working days of the constitution of the committee.

5-4-3 The committee decision will be from the following option :

- Refuse the appeal or compliant in case adverse decision shall be implemented.
- Accept the appeal or compliant Appropriate corrective action will be taken to change the decision and address any issues the corrective action will be implement according to the corrective action procedure

#### JIT-CPAP

5-4-4 HCB will finally notify the complainant / appellant when the complaint is considered to be closed.

5-4-5 The appellant will be informed in writing with progress reports and the result of the appeal within 7 working days of the decision

5-4-6 The decision to be communicated to the appellant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal.

5-5 Complaints by consumers regarding a certified Halal product/service shall evaluate by the Appeal and complaint committee which will be responsible for making the



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necessary investigations. As a result of such evaluations, 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.

**5-6** The JIT HCB shall determine, together with the certified client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

### 6. Form and Record

#	Title of Form or Record	Storage place	Responsible	Retention time
1	Appeal and Complaint Form	Appeal File	Certification Unit coordinator	the current cycle plus one full certification cycle
2	Complaint from Consumer	Complaint file	Certification Unit coordinator	the current cycle plus one full certification cycle

### 7- Modifications:

Date	No.	Page No.	Description of Modification