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|  | Punjab Halal Development Agency | Doc # : PHDA/DOC-02 | |  |
| | | Sop for Handling Customer Complaints and Appeals | | |
| | | | Effective Date : 17-10-2024 | |

SOP for HANDLING CUSTOMER COMPLAINT & APPELLANT



Prepared by: _____
DMR



Approved by: _____
Manager Commercial

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1. Purpose

This procedure covers handling of complains 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.
- The complaints and appeals will be handle as per PS 4992:2022/OIC SMIIC-2:2019-MOD, ISO/IEC 17021-1:2015.

2. Scope

This procedure applies to all concerned officers to deal with all directly/indirectly received complaints or appeals, and contained in this Programme is applicable to PHDA Certification Halal certified clients.

3. Definitions

Appeal: A formal request by a stakeholder for reconsideration of a certification decision.

Complaint: An expression of dissatisfaction by a stakeholder concerning the activities or services of PHDA or its certified clients

4. Method

4.1 Appeals-handling

The appeals-handling process will include at least the following elements and methods:

- a. an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of previous similar appeals;
- b. Keep record of all appeals and also acknowledge the receipt of appeals.
- c. tracking and recording appeals, including actions undertaken to resolve them;
- d. Ensuring that any appropriate correction and/or corrective action is taken.

4.2 Complaints-handling

The complaints-handling process shall include at least the following elements and methods:

- a. an outline of the process for receiving, validating, investigating the complaint, and for
- b. deciding what actions are to be taken in response to it;
- c. tracking and recording complaints, including actions undertaken in response to them;
- d. Ensuring that any appropriate correction and/or corrective action is taken.
- e. The members of this Committee shall be independent from any subject of the compliant.
- f. In complaints by consumer matter. If the result of the complaint found to be justified, then certificate holder will compensate the damage.

5. Formation of Compliant & Appeal Committee

The Appeals and Complaints Committee shall comprise at least three members, including one Islamic affairs expert, none of whom were involved in the audit or certification decision related to the appeal.

6. Decisions of Compliant & Appeal Committee

- Decisions must be unanimous. PHDA shall communicate the decision to the appellant, along with a formal notice of the conclusion of the process.

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- Appeals-related decisions shall not result in discriminatory actions against the appellant.

7. Responsibilities

- 7.1 Complaint Officer or any person of the compliant & appeal committee is responsible to receive the complaints and appeals, maintain and update the Customer Complaint Log and coordinate with all concerned officers/departments/allied units.
- 7.2 Compliant officer will inform the Manager Commercial / Registrar about the complaint & appeal. If the complaint or appeal is against the person who is part of complaint or appeal committee then he will not consider the part of that committee to investigate that particular complaint/appeal.
- 7.3 Complaint and Appeal handling Committee will handle all complaints and appeals related to certification services.
- 7.4 Complaint and Appeal handling Committee is responsible for resolving such cases and informs the related parties accordingly. The unanimous decision(s) regarding complaints and appeals will be taken by the Forum.

8. Procedure

- 8.1 A complaint or appeal can be received through any of the following source:
 - a. Telephone
 - b. Fax
 - c. Email
 - d. Website
 - e. Letter
 - f. In person
 - g. Auditing
 - h. Client
 - i. Technical
- 8.2 After receiving complaint or appeal from any of the above source, it is recorded in the Customer Complaint Log (PHDA/REC-10). Complaint Officer shall acknowledge receipt of the appeal within 5 business days, providing an outline of the process and estimated resolution time. Complaint Officer will note and update the Log Book. All possible required information will be gathered from customer in case of any ambiguity. If it is simple in nature then Compliant Officer will resolve and notify the customer but if it is relevant to certification then it is forwarded to Manager Commercial, who is responsible for making all necessary investigations along with support documents and then case would be submitted to Appellant Forum for further analysis and decision.
- 8.3 Compliant and appeal will resolve within 10 days of receiving and decision on that appeal & complaint will be communicated to the complainant and appellant.
- 8.4 Appellant forum Committee will review, analyze, and investigate the complaint & appeal by raising Corrective Action Request (CAR). The CAR is then directed towards relevant officer/department/allied unit for investigating the root cause and taking corrective action with a deadline. Where forum recommends, a request may also be sent to the reference lab for testing purpose. The concerned department will find out the root cause of the complaint & appeal, suggests and takes corrective action and informs the Manager Commercial. The remedial measures taken by the concerned officer/department/allied unit is reviewed / evaluated. If, as a result of such evaluations, the complaint is found to be justified, the

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certificate holder will be required to compensate for the damage caused under the relevant provisions of the contract.

8.5 A formal notice is given to the appellant/complainant at the end of the process. Customer feedback is obtained and filed.

9. Evaluation of the Effectiveness of an Appeal & Complaints:

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

- a) The speed of the appeal & Complain actions;
- b) The time taken to retrieve the certificate from client;
- c) The accuracy and traceability of records relating to the problems and its location in the certification process;
- d) The accuracy of identification of the problem in the certificate;
- e) Management of any adverse publicity; and
- f) Development of an action plans to manage and implement any system deficiencies that were identified.
- g) PHDA shall implement corrections and corrective actions to prevent recurrence of similar issues.

10. Related Records

- Customer Complaint Log (PHDA/REC-10)
- Customer Feedback Form (PHDA/REC-02)
- Customer Complaint Form (PHDA/REC-01)

7. Amendment Sheet

| Date | Initiated by | Page # | Section / Clause | Nature of amendment | Done by |
|------------|--------------|--------|----------------------------|--|---------|
| 02-10-2020 | | 2 | 1 | Purpose | MR |
| 02-10-2020 | | 2 | 3, 3.1, b, 3.2, e, f | Method | MR |
| 02-10-2020 | | 2 | 4.2,4.3 | Responsibilities | MR |
| 30-06-2021 | | 2 | 1 | Purpose | MR |
| 30-06-2021 | | 2 | 4.1,4.2 | Responsibilities | MR |
| 30-06-2021 | | 3 | 5 | Procedure | MR |
| 30-06-2021 | | 3 | 5.4 | Evaluation of the Effectiveness of an Appeal & Complaints: | MR |
| 30-9-2021 | | 2 | 4.2 | Responsibilities | DMR |

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|-----------|--|---------------------|---------|--|-----|
| 30-9-2021 | | 3 | 5.2,5.4 | Procedures | DMR |
| 17-10-24 | | 1,3, 5,6, 8.2 | | Purpose, Definitions, Formation of committee, Decision Making, Procedure & Appeal | DMR |