



Handling customer complaints and appeals Procedure

Doc # IFANCA/02/01
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1.0 Purpose:

This procedure covers handling of 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.

2.0 Scope:

The procedure contained in this programme is applicable to IFANCA Pakistan Halal Apex Pvt. Limited Halal Certified clients.

3.0 Responsibilities:

Any member of appeal committee receiving a complaint related to a potential problem must promptly obtain information about problem and notify the Country Director / Technical Director upon learning of any extortion incident.

Technical Director is responsible to call out a meeting of appeal Committee (Ref # IFANCA/03/17) to discuss necessary actions to be taken.

Shariah Advisor is responsible to coordinate with committee members about the actions taken and not to be taken about Appeal.

Shariah Advisor is responsible to identify the points where the potential problems occurred or from where the information's is to be collected.

4.0 Procedure:

The Initial Alert:

The first alert to potential complaints may come in many ways e.g.

- Commercial
- Auditing
- Client
- Certification Body
- Technical

Upon learning of any incident, Technical Director is notified. In the absence of Technical Director, it will be informed to Shariah Advisor

After receipt of notification a meeting of Appeal Committee is called out to discuss the necessary actions.

Causes

- Failure in risk management programs



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- Failure in food safety programs
- Failure in Halal assurance systems
- Accidents / Sabotage / Extortion

Problem Verification and Evaluation:

Necessary information's are collected and sent immediately to the Technical Director. Technical Director may take the aid of other committee members to accomplish this task.

If they agreed upon that the action may be withdrawal of certificate, The Technical Director notifies the following individuals:

- Country Director
- Shariah Advisor

Assessment of the Effectiveness of an Appeal:

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

- The speed of the appeal actions;
- The time taken to retrieve the certificate from client;
- The accuracy and traceability of records relating to the problems and its location in the certification process;
- The accuracy of identification of the problem in the certificate;
- Management of any adverse publicity; and
- Development of an action plans to manage and implement any system deficiencies that were identified

Related Documents:

- Compliant and Appeal Form (IFANCA/03/21)
- Complain and appeal committee (IFANCA/03/17)

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