



APPEALS AND COMPLAINTS

PRG 005
REV 05
07/02/2025

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1. OBJECTIVE

This procedure establishes the criteria to be used to receive, evaluate and make decisions on appeals and complaints received from customers of [CDIAL Halal Brazil and Argentina](#), as well as the recording of these and their actions.

2. APPLICATION

It applies to the quality sector and Halal certification process.

3. DEFINITIONS

Appeal: Formal request by the Client or other interested parties, requiring a new analysis of the decision regarding the certification process.

Certification audit: an audit carried out by an auditing organization independent of the client, for certification purposes.

Auditor: person who performs an audit.

Competence: ability to apply knowledge and skills to achieve desired results.

Client: organization that is audited for certification purposes.

Dispute: Legal issue, litigation involving the interested company and the certifying body.

Expert in Halal requirements in Islamic Sharia: Muslim who has in-depth knowledge of Halal requirements in Islamic law, his competence and knowledge are proven through academic certificates.

Non-conformity: failure to meet a requirement

Complaint: Statement by clients and/or interested parties regarding the Certifier's Processes/Services.

4. REFERENCES

ABNT NBR ISO/IEC 17021:2016 – Conformity assessment — Requirements for bodies providing auditing and certification of management systems.

ABNT NBR ISO/IEC 17065:2013 – Conformity assessment — Requirements for product, process and service certification bodies

GSO 2055-2:2021 – Halal products — Part two: General Requirements for Halal Certification Bodies.

[OIC/SMIIC 2:2019 – Conformity Assessment Requirements For Bodies Providing Halal Certification](#)

PRG 002 – Treatment of Non-Conformities and Improvement Actions

P 002 – Non-discriminatory conditions policy

5. RESPONSIBILITIES**Board of Directors:**

- Ensure through the “ P 002 Non-Discriminatory Conditions Policy ” that the customer does not suffer any type of discrimination when making an appeal or complaint.
- Ensure and make available resources for analysis, investigation and handling of appeals and complaints.

Quality Coordinator:

- Receive customer feedback;
- Present customer appeals and complaints at a critical analysis meeting;
- Conduct a fact-finding survey;
- Inform the customer of the procedures and solutions provided by the Appeals and Complaints Committee.
- Provide support to the Committee in resolving and dealing with appeals and complaints.

Halal Certification Process Coordinator:

- Appoint members to the Appeals and Complaints Committee.
- Analyze customer appeals and complaints.
- Ensure compliance with corrections and corrective actions set forth by the Appeals and Grievances Committee.

Appeals and Complaints Committee:

- Analyze and resolve customer appeals and complaints regarding the audit process.
- Evaluate the effectiveness of corrective actions adopted by the client.

6. PROCEDURE**6.1. Receiving appeals and complaints**

Appeals and/or complaints are generally directed to the quality team, however any employee can receive them. When this occurs, the employee must immediately forward the information to the quality department.

Appeals and/or complaints can be received through several communication channels:

- E-mail
- Website
- Telephone
- WhatsApp
- Customer Satisfaction Survey

Upon receiving an appeal and/or complaint regarding the audit process, [the quality coordinator or quality analyst](#) must collect all the information necessary for critical analysis and validation of the appeal and/or complaint. If it is proven that the appeal is due, [the quality coordinator informs the](#) Halal certification process coordinator, who defines the members for the composition of the Appeals and Complaints Committee, and confirms receipt with the client.

The Committee should investigate whether there have been other previous appeals and complaints that were similar, or involved the same audit team involved in the process described by the appellant.

6.2. Appeals and Complaints Committee

The Committee must be formed by at least three people, one of whom must be an Expert in Halal requirements in Islamic Sharia, who must be independent of the audit process, or the decision to certify the appellant or complainant.

Note: To ensure there is no conflict of interest, personnel who have been employed by or provided consultancy services to the client may not serve on the Appeals and Grievances Committee for a period of two years.

6.3. Handling and responding to appeals and complaints

Upon receiving an appeal and/or complaint, the Committee must handle it in accordance with “PRG 002 – Treatment of Non-Conformities and Improvement Actions” .

In some cases, it may be necessary for the Appeals and Complaints Committee to carry out a technical visit to the client to investigate the complaint received. This visit must be scheduled with the client at least 7 days in advance, and the Committee's travel and food costs must be charged to the client.

After carrying out a technical visit, the Committee must prepare “FORM 078 – APPEALS AND COMPLAINTS COMMITTEE REPORT”, which will describe the entire investigation process and the Committee's decision on the occurrence.

After due investigation, the [quality coordination](#) must send the Appeals and Complaints Committee Report to the customer via email. If any irregularity has been found in the customer's process that corroborates the complaint in question, these non-conformities will be described in the Appeals and Complaints Committee Report and the customer will have 15 days to submit the appropriate arrangements.

In the event of a complaint from third parties or a failure in the audit process, the audit must be redone by an audit team other than the one involved in the initial process, within 30 days and the client will not be charged for the audit.

The Halal certification process coordination must also request formal authorization from the client to respond to the complainant about the effectiveness of the actions taken, in addition to validation that the client had its management process evaluated and that all appropriate measures were adopted to resolve the problem.

Notes:



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1. When providing clarifications to the complainant, the coordination of the Halal certification process must not violate the confidentiality agreement signed between the certifying body and the client. For this reason, if it is necessary to have precise information regarding the corrective actions carried out by the client, the latter must grant formal authorization to the certifying body.

2. The coordination of the Halal certification process must define, together with the certified client and the complainant, whether the subject of the complaint and its solution should be made public, and if so, define to what extent.




3. When there is damage to the claimant, the certifying body must act to ensure that the client compensates him for the damage caused, in accordance with contractual provisions.

6.4. Decision

The decision on the appeal and/or complaint must be taken by senior management after analyzing the procedures described in "FORM 036 – CDIAL HALAL ACTION PLAN" .

If the interested party does not accept the decision, they may appeal to the International Accreditation Body for a final decision, in addition to being able to appeal to the courts at any time, thus characterizing a dispute. Such a dispute may be between both parties (interested party or Certifying Body).

Interested parties must choose the forum of the city of São Bernardo do Campo to decide any disputes arising from the certification process in question, waiving any other, however privileged it may be in the contract.

Preparation	Revision	Approval
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