



## APPEALS AND COMPLAINTS

PRG 005  
REV 06  
06/25/2025

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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 the intended results.

**Client:** organization that is audited for certification purposes.

**Dispute:** Legal matter, 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 Nonconformities 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 resources available for analysis, investigation and processing of appeals and complaints.

**Quality:**

- 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.
- [Record in the documents cited in this procedure the decisions, negotiations and solutions made by the](#) Appeals and Complaints Committee.

**Halal Certification Process Coordinator:**

- Analyze customer appeals and complaints [to appoint members to the Committee](#).
- Ensure compliance with [internal corrections and corrective actions](#) set out by the Appeals and Complaints Committee.

**Appeals and Complaints Committee:**

- Analyze and [provide an opinion on](#) customer appeals and complaints.

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

Appeals and/or complaints are generally directed to the quality team, but 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 necessary information for critical analysis and validation of the appeal and/or complaint. If the appeal is proven to



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be justified, the quality coordinator informs the Halal certification process coordinator, who determines the members of the Appeals and Complaints Committee and confirms receipt of the complaint to the client.

The Committee should investigate whether there have been other similar appeals and complaints before, or involving 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 certification decision of the appellant or complainant.

**Note:** To ensure there is no conflict of interest, personnel who have been hired by or provided consultancy for the client may NOT serve on the Appeals and Grievance Committee within a two-year period.

### 6.3. Handling and responding to appeals and complaints

Upon receiving an appeal and/or complaint and the Committee identifies that it is a NC or improvement action for the certifier, it must be treated 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 coordinator must send the Appeals and Complaints Committee Report to the client via email. If any irregularities are found in the client's process that corroborate the complaint in question, these nonconformities will be described in the Appeals and Complaints Committee Report, and the client will have 15 days to submit the appropriate resolutions.

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

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

#### Notes:

1. When providing clarifications to the complainant, the Halal certification process coordinator must not violate the confidentiality agreement signed between the certifying body and the client. Therefore, if precise information regarding the corrective actions taken by the client is required, the client must grant formal authorization to the certifying body.



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2. The Halal certification process coordination 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, 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 the appeals and complaints committee](#) after analyzing the procedures described in "FORM 078 – APPEALS AND COMPLAINTS COMMITTEE REPORT" FORM 036 – HALAL CDIAL ACTION PLAN"

If the interested party does not accept the decision, they may appeal to the International Accreditation Body for a final decision, and may also seek legal action at any time, thus establishing a dispute. Such a dispute may be brought by either party (the interested party or the 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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