

|   |   |                                |                      |
|---|---|--------------------------------|----------------------|
|  | <b>HALAL INDIA PRIVATE LIMITED,<br/>CHENNAI</b> |                                | QUALITY<br>PROCEDURE |
| DOC. HIPL-CD-PR-7.13-02   | ISSUE 01  | REVISION 02<br>DATE 17/02/2026 | 01 AUGUST 2021       |

## PROCEDURE FOR APPEALS HANDLING

### 1. PURPOSE

To ensure that all appeals received on the services and decisions of HIPL-CD are redressed in timely manner.

### 2. SCOPE

This covers all appeals received on decisions taken by HIPL-CD in the certification process.

### 3. RESPONSIBILITY

3.1 Appeals Committee is responsible for handling appeals and satisfactorily resolving them.

3.2 DCO – He is responsible for providing secretariat for the appeals committee.

### 4. PROCEDURE

#### 4.1 Appeals committee

4.1.1 HIPL-CD has constituted a appeals committee with the following composition to oversee appeals handling process:

1. CEO as Chairman of the Committee
2. Head Operation- HIPL-CD
3. Halal Expert based on Nature of appeals (if required)
4. DCO, Member Secretary of the Committee.

#### 4.2 Appeal handling process

4.2.1 HIPL-CD receives, evaluates and makes decisions on appeals. HIPL-CD shall record and track appeals and actions undertaken to resolve them.

4.2.2 Upon receipt of an appeal, HIPL-CD confirms whether the appeal relates to certification activities for which it is responsible, and if so, shall deal with it.

4.2.3 HIPL-CD acknowledges receipt of a formal appeal.

4.2.4 HIPL-CD is responsible for gathering and verifying all necessary information (to the extent possible) to progress the appeal to a decision.

4.2.5 The decision resolving the appeal shall be made by, or reviewed and approved by, appeals committee represented by person(s) not involved in the certification activities related to the appeal.

|                 |                |              |             |
|-----------------|----------------|--------------|-------------|
| Approved by CEO | Reviewed by HO | Issued by MR | Page 1 of 2 |
|-----------------|----------------|--------------|-------------|

|   |   |                                |                      |
|---|---|--------------------------------|----------------------|
|  | <b>HALAL INDIA PRIVATE LIMITED,<br/>CHENNAI</b> |                                | QUALITY<br>PROCEDURE |
| DOC. HIPL-CD-PR-7.13-02   | ISSUE 01  | REVISION 02<br>DATE 17/02/2026 | 01 AUGUST 2021       |

**4.2.6** To ensure that there is no conflict of interest, personnel who have provided consultancy for, or been employed by a client, including those acting in a managerial capacity, shall not be used by HIPL-CD to review the resolution of appeal for that client within two years following the end of the consultancy or employment.

**4.2.7** HIPL-CD gives formal notice of the outcome and end of the appeals process to the appellant.

**4.2.8** HIPL-CD takes any needed subsequent action to resolve the appeal.

## 5. REFERENCES

- HIPL-CD -PR7.13-01 Procedure for Handling Complaint
- HIPL-CD -GL7.13-01 Guidelines for Appointment and Operation of Appeals Committee
- HIPL-CD -PR7.13-02-FM-01 Format of Letter of acknowledging Appeal
- HIPL-CD -PR7.13-02-FM-02 Format for Appeals Status Register
- HIPL-CD -PR7.13-02-FM-03 Appeals Processing Form
- HIPL-CD -PR7.13-02-FM-04 Format of letter informing the decision

## AMENDMENT SHEET

| SL. No | Changes Incorporated                         | Page | Revision Status | Date       | Remarks if any |
|--------|--|------|-----------------|------------|----------------|
| 1.     | Amendment in clause 4.1.1                    | 01   | 01              | 30.08.2023 |                |
| 2.     | Removed Point 4 (Audit Team) in clause 4.1.1 | 01   | 01              | 16.02.2026 |                |
|        |  |      |                 |            |                |
|        |  |      |                 |            |                |

|                 |                |              |             |
|-----------------|----------------|--------------|-------------|
| Approved by CEO | Reviewed by HO | Issued by MR | Page 2 of 2 |
|-----------------|----------------|--------------|-------------|