



CONTROLLED COPY

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 complaints committee with the following composition to oversee complaint handling process:

1. CEO as Chairman of the Committee
2. Head Operation- HIPL-CD
3. Islamic Affair Expert based on Nature of Complaint (if required)
4. Halal audit team – who has done audit
5. 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.



HALAL INDIA PRIVATE LIMITED, CHENNAI

QUALITY
PROCEDURE

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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.

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