



HALAL INDIA PRIVATE LIMITED, CHENNAI

QUALITY
PROCEDURE

DOC. HIPL -CD-PR-7.13-01

ISSUE 01

REVISION 00

01 AUGUST 2021

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PROCEDURE FOR COMPLAINTS HANDLING

1. PURPOSE

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

2. SCOPE

This covers all complaints received on certified products.

3. RESPONSIBILITY

3.1 Complaints Committee is responsible for handling complaints and satisfactorily resolving them.

3.2 DCO - is responsible for providing secretariat for the complaints committee and be a member secretary to the committee.

4. PROCEDURE

4.1 Complaints 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. DCO, Member Secretary of the Committee.

4.2 Process of complaints handling

4.2.1 HIPL-CD has a documented process to receive, evaluate and make decisions on complaints. HIPL-CD shall record and track complaints and actions undertaken to resolve them.

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

4.2.3 HIPL-CD shall acknowledge receipt of a formal complaint.

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

Approved by CEO

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

4.2.6 Whenever possible, HIPL-CD gives formal notice of the outcome and end of the complaint process to the complainant.

4.2.7 HIPL-CD takes any needed subsequent action to resolve the complaint.

5. REFERENCES

HIPL-CD -PR7.13-02 Procedure for Appeals Handling

HIPL-CD -PR7.13-01-FM-01 Format of Letter Acknowledging Complaint

HIPL-CD -PR7.13-01-FM-02 Format for Complaint Registers

HIPL-CD -PR7.13-01-FM-03 Complaint Processing Form

HIPL-CD -PR7.13-01-FM-04 Format of Letter Informing the Decision on Complaint

HIPL-CD -PR7.13-01-FM-05 Format of Letter Informing Closure of Complaint

HIPL-CD -PR7.13-01-FM-06 Form for Closure of Complaint

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