

## PR06 - CONTROL OF NON-CONFORMING SERVICES AND COMPLAINTS

### PR06.01 Treatment of Complaints, Denunciations or Appeals



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ESTANDAR GLOBAL DE CERTIFICACIÓN HALAL

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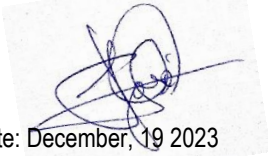
## HISTORY OF REVIEWS

Review no. / Date	Nature of the review	Performed by
04/08/2015 Rv01	Final edition	José Luís Rodríguez Quiles
20/03/2016 Rv02/	Rectification of the allocation of registers. Replacement of the name 'Quality Management System' for 'Certification Management Department'.	Francisco José Luque Carrillo
20/04/2016 Rv03	Inclusion in references of the GSO-2055 and 17065 standards and the Islamic laws	Francisco José Luque Carrillo
27/10/2016 Rv04	Simplification of the procedure and inclusion of the processing of claims	Francisco José Luque Carrillo
30/06/2020 Rv05	Adaptation of the process and inclusion of the process diagram	Francisco José Luque Carrillo
03/04/2023 Rv06	Review of edition of standars GSO2055 and SMIIC-2	Francisco José Luque Carrillo
30/05/2023 Rv07	Division of the register for complaints, appeals and complaints into two, one for complaints and appeals and one for complaints. Inclusion of how applications to be studied are coded	Francisco José Luque Carrillo
19/12/2023 Rv08	Change in maximun time for close complaints and appeal process	Francisco José Luque Carrillo

**Effective Date: December 19, 2023**

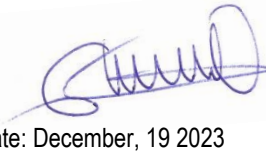
Made:  
Francisco José Luque Carrillo

Date: December, 19 2023



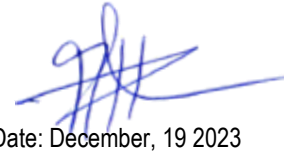
Reviewed:  
Muhammad Escudero Uribe

Date: December, 19 2023



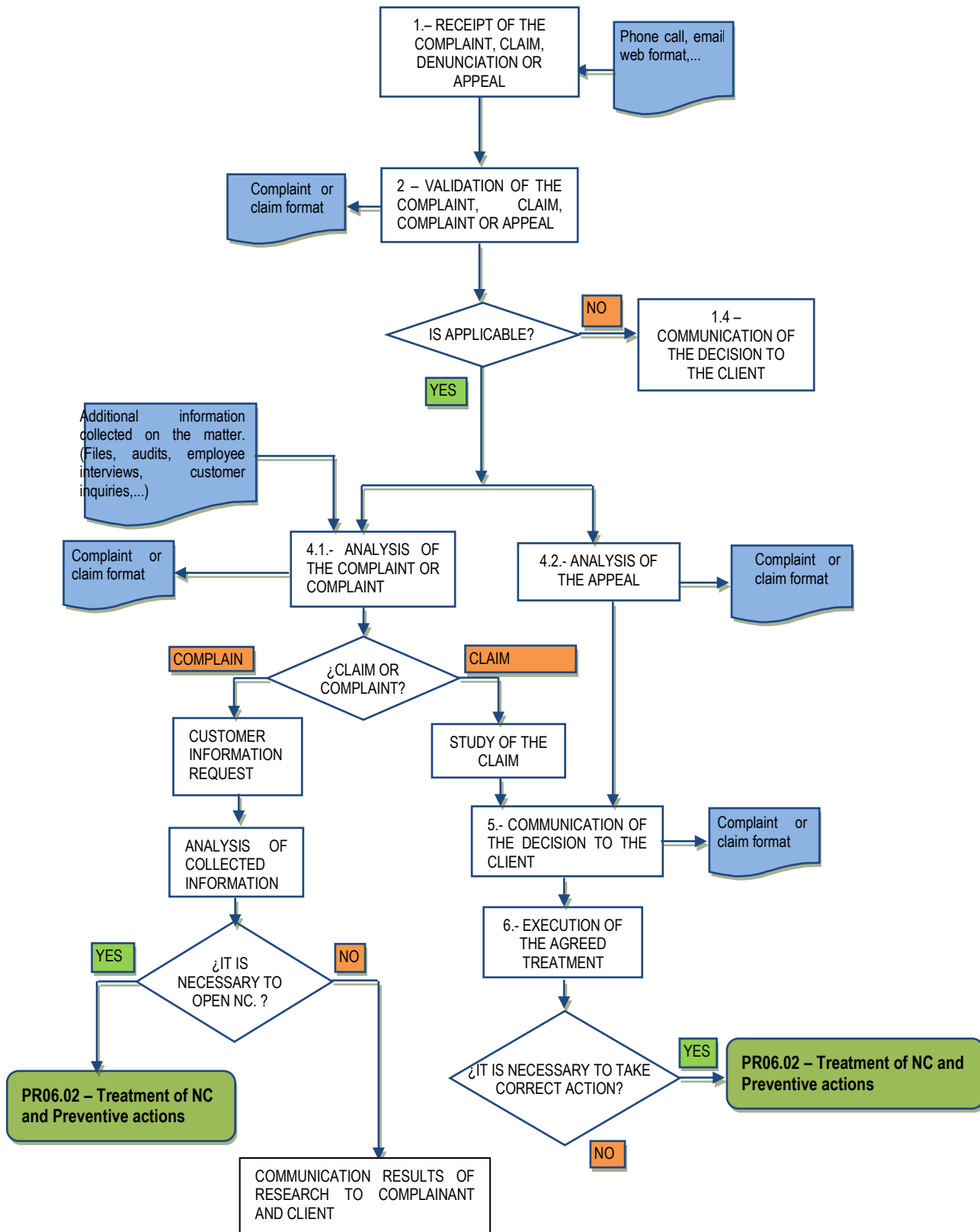
Approved:  
Moustapha Hassane Taawaki

Date: December, 19 2023



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**DIAGRAM PROCESS**



## REFERENCES

This document has been prepared in accordance with the guidelines of the normative references:

- ISO 9001: 2008 Requirements Systems Quality Section 8.2.1 Measurement of Customer Satisfaction
- UNE-EN ISO/IEC 17065: 2012 Conformity assessment. Requirements for certification bodies for products, processes and services.
- GSO 2055-2: 2055 Halal Products - Part 2: General Requeriments for Halal Certification Bodies
- OIC/SMIIC 2:2019 .Conformity Assessment – Requirements for Bodies Providing Halal Certification
- Regulations for the Use of the Islamic Board Halal Guarantee Mark
- Islamic regulations collected in the Qur'an, in the traditions of the Prophet Muhammad (peace be upon him) and the teachings of Islamic jurists.

## DEFINITIONS

**COMPLAINT:** Notification of disagreement, manifested by a client or interested third party that does not wait for a response or action from EGCH.

**CLAIM:** Notification of disagreement expressed in writing, against EGCH, by a client or third party requesting correction.

**COMPLAINT:** Filing or manifestation before EGCH, S.L. of an alleged malpractice by a company certified by EGCH, S.L. in relation to the obligations of the company regarding the Halal status of the certified product / service, the certification requirements, its maintenance and / or the correct use of the Islamic Board Halal Guarantee Mark or any other standard in which the company denounced is certified by EGCH, SL **APPEAL:** Appeal filed by a third party affected by a decision regarding certification.

**RESOLUTION:** Decree or ruling issued by EGCH as the last and irrevocable response in the first instance on a complaint filed before it, in which the facts and evidence analyzed that support it are detailed.

**NON-CONFORMITY:** breach of a requirement, which can be detected, among other means, from a claim / complaint.

## DEVELOPING

The purpose of this procedure is to define the process to follow with complaints, claims or appeals from clients, as well as complaints from users about possible non-compliance with the services

/ products certified by EGCH, in order to properly address complaints from clients, users of non-compliant services and avoid their repetition, as well as in the vigilance of the correct use of the certification (s) granted by EGCH in the Halal field.

## 1 MANAGEMENT OF COMPLAINTS, CLAIMS OR COMPLAINTS

### 1.1 ENTRY OF COMPLAINTS, CLAIMS OR COMPLAINTS

EGCH makes available to customers or third parties the following means of communication of a complaint or claim:

- **Website:** using the existing form in the **Certification** menu under the title **PUBLIC DOCUMENTS**
  - “Registro de Reclamaciones/Apelaciones”
  - “Registro de denuncias”
- **Email:** [atencioncliente@institutohalal.com](mailto:atencioncliente@institutohalal.com) or [info@institutohalal.com](mailto:info@institutohalal.com)
- **Whatsapp:** +34 625243786
- **Postal mail** to the address: C / Claudio Marcelo nº 17, 14002 - Córdoba
- **Phone:** (+34) 957 63 40 71

Any **EGCH** employee, who detects a situation of disagreement on the part of a client, will communicate the existence of an internal procedure for the treatment of claims and complaints, will offer the format “**PR06.01 REG01 Complaint or Appeals Form**” or “**PR06.01 REG04 Denouncement Form**” as applicable to a claim/appeal or complaint and will request the claimant send it by e-mail, fax or letter, to document your complaint. If EGCH staff deems that there is a commercial, technical risk or of improving the service provided, they will forward it to the Director of their Department immediately, who will assess whether any action should be taken.

If the claimant or complainant decides not to evidence the claim using the official form, the EGCH staff that has detected the claim / complaint has the power to record it in the form “**PR06.01 REG01 Complaint or Appeals Form**” or “**PR06.01 REG04 Denouncement Form**” as applicable by delivering it to the Quality Director for analysis and treatment.

For all claims or complaints that are communicated in writing through the corresponding formats, the **Quality Manager** will grant a file number formed as follows X-YYYY. MM.DD-YYYY, where:

**X**, corresponds to the type of request

- R = Claim or Complaint
- A = Appeal
- D = Denouncement

YYYY.MM.DD, is the date formed by the year, month and day in that order and separated by dots

- **AAAA**, is the license number of the customer involved

And it will note the incident in the list in Excel identified as " **PR06.01 REG03 - Register of claims / complaints**" where the file number, the date of receipt / identification and the person responsible for the treatment of the claim, appeal or complaint will be recorded.

All treatment of the claim or complaint will be subject to the confidentiality requirements that govern all **EGCH** actions, both in relation to the complainant and the object of the complaint.

## 1.2 ANALYSIS AND TREATMENT OF COMPLAINTS.

Complaints will be communicated to the Quality Director, who will record them for evaluation as possible deviations to be treated or as improvements to the certification process. Annually in the Report for the Review by the Management, these complaints will be included, which together with those detected in the satisfaction questionnaires

## 1.3 ANALYSIS AND TREATMENT OF CLAIMS OR COMPLAINTS.

Once a complaint is received, the Director of the department to which the complaint is responsible determines whether he has been involved in the process whose decision is being appealed:

- If so, you must appoint an independent third person
- If he has not been involved, he can develop the investigation

The Director of the Department that receives the claim / complaint, after receiving the form "PR06.01 REG01 Complaints / Complaints Sheet", sends, as soon as possible from the receipt of the claim, an initial communication to the sender of the claim. as an acknowledgment of receipt and to inform you of the initiation of the investigation. The person in charge of the treatment will proceed to analyze the cause of this complaint and will decide if the claim has sufficient reasons to be treated or is rejected, which will indicate in the format "PR06.01 REG01 Claims / Reporting Sheet". In the event that the claim / complaint is considered justified, the Responsible for the treatment will proceed to analyze the case, for which it will use all available means (emails, telephone calls, consultation of the file of the company / s, supervision programming or extraordinary audits ...) in order to analyze the reasons for the complaint / claim and decide the actions to take. The person responsible for your treatment must document the circumstances that have led to the claim and investigate the possible causes, so that the Director of your department can decide the actions to be taken to respond to the claim.

No more than 3 months will elapse from the receipt of the claim until its complete resolution, unless another deadline is agreed with the affected party, although it is understood that this period may be affected by the speed of response from the client and other third parties,

## 1.4 IMPLEMENTATION OF DECISIONS, ACTIONS AND CORRECTIONS.

After determining the actions to be taken, the following may arise as a conclusion:

1. Complaints: that, by its nature, becomes a non-conformity of the EGCH Quality system (NC) issuing the form PR06.02 REG01 Non-conformities Register and sending it to the Quality Director, initiating procedure PR06.02 Treatment of Non-Conformities.

2. Complaints: the issuance of an NC to the client, which in turn could give rise to sanctions depending on the nature of the non-compliance (temporary suspension until the resolution of the non-compliance, permanent cancellation or other sanctions as established in the RMGHJI)

In cases where the action to be taken to respond to the complaint / claim does not imply the opening of an NC, the decision of the actions to be carried out, as well as its control and monitoring of the implementation and its effectiveness, will be carried out in the same format PR06.01-REG02 Claims or Reports Treatment Registry.

### 1.5 CLOSURE OF THE COMPLAINT OR COMPLAINT PROCESS

The Customer Service Manager will notify the Quality Director of the completion of the complaint or claim process, communicating the level of achievement of the objectives set in PR06.1 REG02 Treatment of the Claim, being the Quality Director, the to evaluate its closure.

If it were not satisfied by the Quality Director, he would take the pertinent corrective actions again.

Even if the complaint or claim, after the evaluation with the Management, was considered as an NC, the claimant will also be informed of the decision taken.

## 2 APPEALS

They have the right to file an appeal:

A third party affected by a decision regarding certification, made by EGCH as:

- Do not accept a certification request
- Refuse to recommend certification
- Suspension, withdrawal or cancellation of an approval certificate.
- Not accepting the field of activity proposed in the certification application.
- Not accepting a non-conformity report.
- Or on a decision made by EGCH such as:
  - On the validity of a claim to EGCH
  - On a decision after a complaint about an organization certified by EGCH such as:
  - Or about other similar situations.

The procedure is not intended to limit or diminish the rights granted by the Laws to the appellant.

### 2.1 RECEIPT OF THE APPEAL

Whoever wishes to appeal an EGCH decision will do so in writing and will be accompanied and supported by all available written evidence, regarding the reasons for appealing the decision regarding certification.



All appeal is registered by the Quality Director, and he reports it to Management

The Quality Director acknowledges receipt of the appeal and contacts the appellant, informing him that the appeal treatment process is beginning and the times and deadlines in which the appeal presented is estimated to be resolved.

## 2.2 APPEAL PROCESS

Once the appeal is received, the Quality Director determines if he has been involved in the process whose decision is being appealed:

- If so, you must appoint a third person
- If he has not been involved, he can develop the investigation

The next steps are:

1. Investigate the reasons stated in the appeal and review the associated files (review of the offer / contract, audit reports, details of the certification decision). During this process, both the appellant and the EGCH representative may request clarification of the evidence. documentaries provided or considerations that will be sent to the appellant for their answer.
2. The Quality Director will prepare a report stating the results of the investigations and the clarifications to the evidence provided.
3. The report and the file will be sent to both the appellant and the Appeal Committee for decision-making, which will be communicated to the appellant.
4. The Appeal Committee reviews the case and makes the decision based on the appeal report sent by the Quality Director.
5. The result of the Appeal Committee's decision is communicated to the appellant. Only in exceptional circumstances will he be able to delay his decision. The decision must be unanimous, and is final.

The Appeal Committee may seek the help of specialists, if necessary. Such specialists will be independent of the appellant and EGCH.

When, as a consequence of the appeal filed, EGCH considers that there is a deviation in the Management System that justifies a corrective action, it will act as established in the corresponding procedure.

### Deadlines

There is a maximum period of 4 weeks to submit an appeal to the Appeal Committee, from the date of receipt of the brief. The Appeal Committee makes the decision within two weeks of receipt of the appeal file.

**Note:** in those cases in which the appellant notifies that the reason for his appeal is motivated by a lack of impartiality on the part of EGCH, S.L. Such appeal will be handled through the Impartiality Committee through the mechanisms indicated in PR09.01 Impartiality Committee.