

Appeal - Objection raised by client organization against any decision or conduct of THAG. Appeal can be filed due to the various reasons but not limited to following:

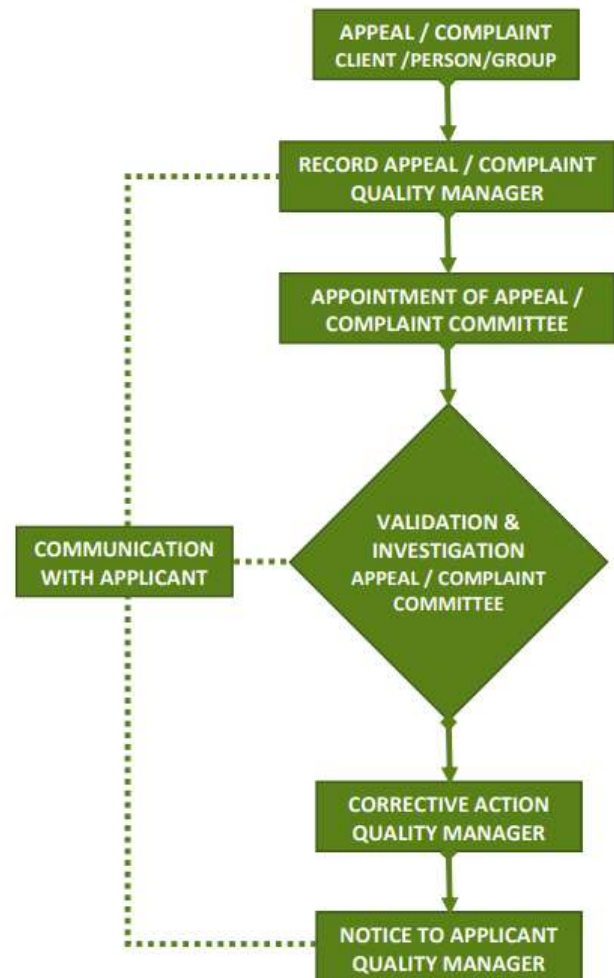
- Rejection for application, conducting audit and modification of scope,
- Recommendation / decision of an audit made by audit or decision team,
- Reconsideration of suspend or withdrawal certification,
- Rejection of corrective action submitted,
- Any other reason that may delay certification process.

Complaint - All dissatisfaction reported by interested parties (certified clients, legal body or accreditation body etc.) is considered complaints. Complaint can be made by any person or organization against the following:

- THAG Process Activities and or procedures,
- Audit Team member or any other staff of THAG,
- Audit process followed by audit team members,
- Misuse of certification status either in the scope or in the
- Logo, or any other related to Halal certification.

Steps for Appeal / Complaint Process are as follows:

1. The user / client shall raise appeal / complaint through THAG website link: www.thag.ae / email, written note or any other suitable mean.
2. The receipt of appeal / complaint is acknowledged and recorded by Quality Manager by generating appeal / complaint ID. Quality Manager is responsible to communicate to the appellant & complainant about the on-going progress on the appeal / complaint along with time scale required. Time scales for completion of the process are largely dependent on the nature of the appeal / complaint.
3. The Quality Manager will nominate an Appeal / Complaint Committee and forward the Appeal / complaint Record to the Committee.
4. The committee may give the opportunity to the user/client to present his/her appeal / complaint in person. The committee analyzes the nature and details of appeal / complaint, validates, investigates it and decides the actions/decision to be taken in response to it taking into account results of previous similar appeals / complaints. The committee will give his approval on recommendations / decisions and forward to Quality Manager for further action. CEO / MR may verify the recommended actions if required.
5. The Quality Manager will ensure the corrective actions are taken by the head of responsible department and provide evidence of the corrective action taken.
6. The Quality Manager informs the progress and outcome to appellant and will take the correction and corrective actions if any. The Quality Manager communicates the progress report and outcome to complainant / appellant and gives formal notice to the Appellant at the end of the appeal handling process.



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