

COMPLAINTS AND APPEALS FOR HALAL CERTIFICATION - MIDDLE EAST

BACKGROUND

SGS is the leader in providing specialized business solutions that improve quality, safety, productivity and reduce risk. SGS is constantly looking beyond customers' and society's expectations in order to deliver market leading services wherever they are needed.

SGS Gulf Ltd. Halal Certification is a solution designed to ensure that specific products meet the requirements of ESMA's Cabinet Resolution No. 10 of 2014 for the Regulation of Control over Halal products including production system and services associated with the products.

The Halal Certification program maintains a complaints and appeals process which has the following objectives:

To register and address complaints from clients of Halal Certification services

To register and address complaints about SGS Gulf Ltd. certified clients for Halal certification services from members of the public. i.e. stakeholders

To register and address complaints about the Halal Certification program

To ensure that valid complaints and appeals are dealt with timely and appropriately

IMPORTANT NOTES

SGS Gulf Ltd. can only become involved in dealing with complaints and appeals where they relate to the requirements of the Halal Certification program.

SGS Gulf Ltd. will not respond to anonymous complaints and appeals and all communications must be in writing

Full implementation of actions is completed in compliance with the relevant procedures within the Halal Management system.

DEFINITIONS

"Complaint" is an expression of dissatisfaction other than appeal, by any person or organization relating to the activities of SGS Gulf Ltd. Halal Certification services, where a response is expected. It may also address dissatisfaction against individuals and conduct of individuals of SGS Gulf Ltd. It may be a written or a verbal complaint.

"Appeal" is a request by the provider, the seller or the buyer of the audited and inspected item for reconsideration of a decision we have made relating to that item. Therefore, any request for reconsideration of our technical decision received after the issuance of a Certificate will be considered an appeal.

Note:

For "Integrity Issues" our clients or any other stakeholders are encouraged to report any concerns or suspicion that the Code of Integrity is being violated calling the integrity helpline or directly filing the report through Report Integrity Violation. The investigation and record keeping of this type of cases is responsibility of Global Legal and Compliance based at the Head Office. If the client prefers to submit the case to the local office, it will be directly sent to the Managing Director of the SGS affiliate or to the person he delegates to be responsible of the integrity violations and record will be kept in a separate file under this premises.

HOW TO REGISTER A COMPLAINT OR APPEAL?

You can register a complaint or appeal by completing the form available under the [contact us](#) feature in our website which will be submitted to our concerned department.

Or, you can contact SGS local office directly and submit your complaint to the below:

Ms. Sithara Hatim

Email: Sithara.Hatim@sgs.com

THE COMPLAINTS AND APPEAL COMMITTEE

- Applications in the case of any appeals or complaints regarding Halal certification services shall be made to SGS Gulf Ltd. office.
- A committee for appeals and complaints is established and is responsible for resolving such cases.
- This committee consists of a minimum of three (3) members including one Halal Islamic affairs expert.
- The members of this committee are separated from any phase of the Halal certification related to the subject complaint or appeal.

THE COMPLAINTS AND APPEAL PROCEDURE

- Address the complaint or appeal to the local SGS Gulf Ltd. office (please refer to definitions to differentiate a complaint from an appeal). To assist in this process, complaints and appeals must be substantiated with objective evidence as far as possible and accurate descriptions of locations, dates and people involved.
- The recipient of the complaint or appeal will acknowledge the receipt and shall confirm whether the complaint or appeal relates to certification activities for which SGS Gulf Ltd. is responsible, and will assure you that the matter will be investigated fairly and thoroughly.

- Acknowledgement is normally sent within one working day of reception.
- The investigation and results of investigation are handled by the Complaints and Appeals Committee.
- All those incidents are registered in a special log in our database where they are thoroughly investigated under the responsibility of the concerned office and the supervision of the Certification/ Department manager.
- The results of the investigation are then communicated to the client or any other stakeholder by the concerned office to which the complaint or appeal was addressed. This is normally done within the following seven working days, provided that all the documentation and information needed for the investigation was received. Countdown for the seven working days starts as from the date of the reception of the said documentation/information.
- Complaints by consumers regarding a certified Halal product/service shall be evaluated by SGS Gulf Ltd., which will be responsible for making the necessary investigations. As a result of such evaluations, if the complaint is found to be justified then the certificate holder shall be required to compensate for the damage(s) caused under the relevant provisions of the contract.
- In case any party were not satisfied with our investigation's results, the party may submit a request for reconsideration which will be investigated by another manager with higher level.