AMENDMENT RECORD

DCRF	PAGE NO.	REVISION NO.	DATE REVISED	CHANGES
01	Almost All	00	03-10-12	Company logo is changed therefore need to be changed in it and copyright wording added in the footer.

Prepared By	Approved By

1. PURPOSE

The purpose of this instruction is to describe the modalities for the management of customer complaints/appeals/disputes and information received.

2. SCOPE / FIELD OF APPLICATION

This instruction applies to complaints/appeals/disputes and information received by RI&CA Pvt Ltd.

3. PRELIMINARY ANALYSIS OF COMPLAINTS AND INFORMATION

In case of disagreements with applied companies to be certified or to receive inspection services about the audit plan and date of company, assigned auditors / inspectors or in similar conditions, it is re-operated by System Certification Manager, Product Certification Manager, considering request of the company. In case of request for amendment of assigned auditors, this request should be delivered with written report and together with its reason. Evaluations related with reasons are applied and then the amendment is implemented.

Coordinator is responsible to receive a complaints about service which are made by the firm or Interested parties at Customer Complaints/ Appeal Form available on the website and notified to interested parties which the complaint is received. Instruction for the same is also available on the website and will provide the procedure as per the customer requirement.

The coordinator has to promptly:

- perform a preliminary analysis in order to verify if it is relevant to the RI&CA own competence;
- identify the responsible staff for the treatment and record the elements of the complaint/information

Verbal or written complaint/information is analyzed and recorded under the "complaint register" (CR). Any anonymous information is analyzed too and, if deemed consistent, recorded in the CR".

4. MANAGEMENT OF COMPLAINTS

- Coordinator receiving the complaint is responsible for gathering and verifying all necessary information to validate the complaint.
- Coordinator will acknowledge the receipt of the complaint, and shall provide the complainant with progress reports and the outcome.
- The coordinator will make sure when receiving complaints from the clients, it is properly signed by the client, either direct sign or electronically sign
- The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.
- Whenever possible, RI&CA will give formal notice of the end of the complaints-handling process to the complainant.
- RI&CA will determine, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution should be made public.

Complaints by consumers regarding a certified Halaal product/service are evaluated by the RI&CA, which shall be responsible for making the necessary investigations. If, as a result of such evaluations, the complaint is found to be justified, the certificate holder shall be required to compensate for the damage caused under the relevant provisions of the contract.

4.1 TREATMENT

The Management Representative is responsible for the management of the complaint:

- Evaluates if the complaint is consistent,
- Collects the elements needed to define its treatment,
- Answers the customer, within fifteen days from the date of receipt of the complaint, through an acknowledgement communication (see facsimile in Attachment 1) and records the complaint in the CR;

  a) by inserting the data and references of the complainer,
  b) by attaching a copy of the complaint received and of the acknowledgement communication sent by client.

- All other subsequent communications related to the complaint will be addressed under CR,
- Proposes the treatment to Certification and accreditation section (who ensures independent verification, because he is not involved in the activities subject of the complaint) for verification and approval by inserting it in the “proposed action column in

the corrective action form". Treatment of complaint is conducted as per the Procedure for corrective and preventive action.

- Following verification and approval by the individual previously not involved for the same complaint, carries out the treatment within twenty five days from the date of recording.
- records the treatment carried out in the CR", attaching all the evidence related to the Treatment carried out (letters, faxes, e-mails, reports, etc.).
- communicates to the customer the completion of the treatment, if not already done,

In the absence of the customer's reply within 2 months from the date of communication, the complaint is considered completed. The MR quarterly monitors the status of complaints and the effectiveness of their management. If the complaint is against the certification decision, suspension, reducing, withdrawal then it should be treated as appeal through below defined appeal procedure.

4.2 ANALYSIS AND CONCLUSION

The Managing Director or Scheme Manager carries out every year an analysis of the complaints received to evaluate customer satisfaction.

4.3 FILING

The coordinator responsible for the treatment maintains records of complaints and relevant treatment (corrective action forms) for at least 3 years, if they are not already available in the CR, unless otherwise required in the accreditation or notification agreements or rules.

5. MANAGEMENT OF INFORMATION

5.1 TREATMENT

The MR responsible for the management of information:

- evaluates if the information is consistent,
- verifies that the communication is available to the Organization, subject of the information and , if pertinent, informs the Organization that it has received information relevant to their Organization (see facsimile in Attachment 3)
- within fifteen days from the date of receipt of the information, sends to the complainer a provisional answer specifying that RI&CA is going to deal with the information (see facsimile in Attachment 2),
- records the information in the CR:

5.2 ANALYSIS AND CONCLUSION

The MR carry out every year an analysis of the information received and send the result to the management for analysis of customer satisfaction and discussion in the management review meeting.

5.3 FILING

The MR responsible for the management of the information maintains records of information and relevant treatment for at least 3 years, if they are not already available in the CR, unless otherwise required in the accreditation or notification agreements or rules.

6. APPEALS CONTROL

RI&CA has maintained a description of the appeals-handling process publicly accessible.

- RI&CA is responsible for all decisions at all levels of the appeals handling process. The RI&CA has ensured that the persons engaged in the appeals handling process are different from those who carried out the audits and made the certification decisions. For this Separate committee will be established by the RI&CA if required.
- Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.
- The appeals-handling process shall include at least the following elements and methods:

a. an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of previous similar appeals;
b. tracking and recording appeals, including actions undertaken to resolve them;
c. ensuring that any appropriate correction and corrective action are taken.

Appeals against decisions taken by RI&CA concerning the non-issuance, suspension or withdrawal of certification, are collected and filed by the coordinator. The MR confirms the receipt of the appeal by writing to the appellant and will inform the latter that ascertainment by RI&CA will be carried out. For this Separate committee will be established by the Scheme Manager for the investigation of the appeal.

The MR that receives the appeal transmits all the documentation of the appeal in question (documents of the appellant, visit reports and other documents deemed necessary)

The appeal is submitted to the members other than those involved in audit and certification decision and after the relevant investigations, and after any contacts with the appellant, gives its opinion on the appeal within 60 days from the date of receipt of the appeal by MR and communicates by registered letter with return receipt the opinion to the appellant.

7. DISPUTES

The modalities for the management of any dispute that may arise from the parties, with reference to the interpretation and development of the Contract are detailed in the "Rule Book for Halaal Certification".

8. COMMUNICATION WITH THE ACCREDITATION BODIES

In the case of appeals/complaints and information relevant to certification schemes under accreditation, when foreseen by the Accreditation Body Rules, MR sends a copy of the relevant documentation to the Accreditation Body.

RELATED DOCUMENTS & RECORDS

▪ Procedure for Corrective and Preventive action	SOP-06
▪ Complaint Register	PK/FORM-HAL-40
▪ Customer Complaint / Appeal Form	PK/FORM-HAL-40(a)
▪ Customer Feedback Form	PK/FORM-HAL-40(b)
▪ Corrective and Preventive action Form	PK/FORM-HAL-29

ATTACHMENT 1 - FACSIMILE OF REPLY TO A COMPLAINT

To: Claimant

Subject: Complaint

With reference to your communication n° …….. dated …….. stating the dissatisfaction with the service provided by RI&CA, for which we are sorry, we assure you that your considerations are being carefully evaluated by our organization.

In this connection, if necessary, we will contact you for any further clarification in order to better understand the reasons for your dissatisfaction and, subsequently, communicate to you the action that RI&CA is going to undertake, in relation to your information.

While we confirm to you our commitment to operate for the continual improvement of our activities and for the achievement of the best customer satisfaction, we remain with our best regards.

RI&CA

ATTACHMENT 2 - FACSIMILE OF REPLY TO INFORMATION

To: Claimant

Subject: Information

We acknowledge receipt of your communication n° …….. dated …….. concerning a complaint against the Organization ……………………….. whose ……. Management System is certified by RI&CA and we thank you very much for your information, which allows us to improve the efficiency of our assessments of the Organization concerned as they are based on objective elements provided by its customers.

As you know RI&CA, being an accredited certification body, has to systematically assess the complaints received from the Organizations it has certified.

Any relevant follow up action will have to be managed by the certified Organization.

During our next audit visit planned to the Organization in question, in particular your complaint will be thoroughly analyzed.

The outcome of our assessment will be communicated to you.

We take this opportunity to confirm our commitment to continually improve the …….. Management Systems/ Product / Personnel of the Organizations we have certified, also in relation to your expectations, and to send you our best regards.

RI&CA

ATTACHMENT 3 - FACSIMILE OF NOTIFICATION OF INFORMATION

To: Organization for which information has been received

Subject: Information

We would like to inform you that we have received information relevant to……………………………………
……

Therefore, you are kindly requested to send us all the information relevant to the management of the situation performed by your organization, in order to allow us to supply a correct answer to the body which informed us of the matter.

If we do not hear from you on the matter, we will be obliged to suspend the certificate of your ………………………………………………… And will issue the suspension letter.

We would like to inform you that during the next periodical visit to your Organization, your management of this information will be very carefully checked.

Kind regards,

RI&CA

ATTACHMENT 4 - FACSIMILE OF NOTIFICATION OUTCOME OF INFORMATION

To: Claimant

Subject: Information

We wish to inform you that following your communication related to ……………………………., the company (XXX) has been informed of the information and has communicated to us the action taken as a result of your complaint.

Following the outcome of the checks made, we consider that the company (XXX) has dealt with your complaint in compliance with the requirements of the ________ Standard.

In view of the above, we believe that, on the basis of our Certification Rules, the complaint may be considered resolved.

It is to be understood that the check made by our organization is limited to the correct management of the complaint on the basis of our Rules and does not enter whatsoever into the merits of your complaint or controversy regarding the company (XXX).

Kind regards,

RI&CA