



World Halal Trust
COMPLAINTS AND APPEALS
MANAGEMENT POLICY

SCOPE

The goal of this policy is to deliver a great Client experience and enhance Client's satisfaction while resolving their complaints and appeals in a timely manner and in compliance with our Client's complaint management requirements. In addition, the procedure is assisting World Halal Trust Group (hereafter – WHT Group, Certification Body) in collecting valuable information regarding the Client's experience that will assist in the identification of potential opportunities for enhancement, as well as potential risks for WHT Group, our Clients' organisations and their clients. WHT Group is responsible for all decisions at all levels of the complaints and appeals handling process. WHT Group ensures that the persons engaged in the complaints and appeals handling process are different from those who carried out the audits and made the certification decisions.

VERBAL COMPLAINTS/APPEALS

If a complainant ('Complainant') or appellant ('Appellant') raises his/her complaint/appeal verbally, for example during a telephone call, a WHT Group's employee must request that the Complainant/Appellant to submit a formal written complaint/appeal, in an email or a letter form and specify, which WHT subsidiary the complaint/appeal is addressed to. The written complaint/appeal must be forwarded to the WHT Group's Complains and Appeals Committee as soon as possible.

WRITTEN COMPLAINTS/APPEALS

Any employee who receives a written complaint/appeal must forward it to the WHT Group's Complains and Appeals Committee as soon as possible. The written communication should provide clear details of the issue or matter of concern, the desired outcome, which WHT subsidiary the complaint/appeal is addressed to and include supporting documentation or evidence, where applicable.

ACKNOWLEDGEMENT

Submission, investigation and decision on complains/appeals shall not result in any discriminatory actions against the Complainant or Appellant.

Upon receipt of a complaint, WHT Group shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it. If the complaint relates to a certified Client, then examination of the complaint shall consider the effectiveness of the certified production. Any complaint about a certified Client shall also be referred by WHT Group to the certified Client in question at an appropriate time.

An acknowledgement letter/email will be issued by the WHT Group's Complains and Appeals Committee to the Complainant/Appellant, within 10 business days from the receipt of the written complaint/appeal, unless the complaint/appeal has been fully resolved within the intervening period. This communication to the Complainant/Appellant must include the details of the complaint management process which includes but is not limited to the type of information that must be provided by the Complainant/Appellant, identity and contact details of the person to whom the complaint/appeal should be directed, the indicative timeframe for handling the complaint/appeal. Furthermore, WHT Group is obliged to provide the Complainant/Appellant with a final response by no later than one month after date of receipt of the formal written complaint/appeal. Where the desired outcome cannot be provided within this period, WHT Group will inform the Complainant/Appellant of the causes of the delay and indicate the date at which a response is likely to be made. Any complaints/appeals from a government or regulatory body must be immediately reported to the Top Manager of the relevant WHT subsidiary who will be the sole point of contact for complaints/appeals.

INVESTIGATION

The WHT Group's Complains and Appeals Committee will conduct an investigation and analysis of the facts and circumstances that lead to the complaint/appeal. The WHT Group's Complains and Appeals Committee is responsible for gathering and verifying all necessary information to progress the complaint/appeal to a decision. To avoid any conflicts of interest, only employees who are not involved or related to the matter of the complaint/appeal shall be asked to assist with the investigation. All decisions regarding complaints/appeals shall be taken anonymously by the members of the WHT Group's Complains and Appeals Committee, not by the majority of votes. Upon the finalisation of the investigation, the WHT Group's Complains and Appeals Committee will make a recommendation to the Top Management of the relevant WHT subsidiary on the appropriate recourse, if any. The recommendation to the Top Management may include a number of proposed remedial solutions such as an apology letter, the provision of an explanatory letter to the Complainant/Appellant, financial compensation and/or remedial action against the employee who is subject to the complaint/appeal. If the complaint/appeal involves a violation of the law, regulations, circulars or any internal policy, the WHT Group's Complains and Appeals Committee may treat this matter as a compliance incident which may entail further internal investigation. Where the outcome of the investigation is insufficient to resolve the complaint/appeal, the WHT Group's Complains and Appeals Committee may decide to use the services of external third parties, for example lawyers or auditors.

Complaints by consumers regarding a certified Halal product are evaluated by the WHT Group, which is responsible for making the necessary investigations. As a result of such evaluations, 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 Agreement.

CLOSURE OF COMPLAINTS/APPEALS

The answering letter to the Complainant/Appellant shall always be sent via registered mail with confirmation of delivery or by a courier and shall contain a statement which details when tacit acceptance of the proposed remedy will be deemed. Furthermore, the answering letter shall provide the Complainant/Appellant with the non-judicial alternative dispute resolution process. There are two possible outcomes upon the Complainant's/Appellant's receipt of the answering letter:

- a. the Complainant/Appellant is satisfied with the proposed remedy and has confirmed in writing his/her acceptance thereof. Alternatively, the Complainant/Appellant failed to reject the proposal in writing in the stipulated time period. The complaint/appeal will also be considered 'closed' upon the Complainant's / Appellant's express or tacit acceptance of the proposed remedy. The WHT Group's appointed responsible employee will update the Complaints/Appeals register accordingly, or,
- b. the Complainant/Appellant rejects the proposed remedy in writing. If no new factual information is provided by the Complainant/Appellant with his written rejection, the complaint/appeal will most likely escalate to an external dispute resolution mechanism.

WHT Group shall determine, together with the Client and the Complainant/Appellant, whether and, if so to what extent, the subject of the complaint/appeal and its resolution shall be made public.