	<h1>COMPLAINTS AND APPEALS</h1>	<i>Code</i>	QM-002
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1. GENERAL INFORMATION

This section describes the processes for handling of complaints, claims and disputes received from the client thru email and recorded with the caspio system by the assigned personnel to the HR

This manual refers to standard **ISO/IEC 17000**, namely:

Complaint (6.5): an expression of dissatisfaction, other than appeal (6.4), by any person or organization to a conformity assessment body (2.5) or accreditation body (2.6), relating to the activities of that body, where a response is expected

Appeal (6.4): request by the provider of the object of conformity assessment to the conformity assessment body (2.5) or accreditation body (2.6) for reconsideration by that body of a decision it has made relating to that object.

2. COMPLAINTS AND APPEALS


The complaints management process of GulfTIC is based on the following principles:

- a. objective, impartial and non-discriminatory investigation of complaint/appeal
- b. timeliness in the management of the process
- c. verification of actions taken

GulfTIC maintains a system for receiving complaints, appeals, claims and disputes. The client needs to send an email to info@gulftic.com. The client needs to provide the following information.

- a. Client Details
- b. Application reference, if applicable
- c. Nature of complaint

HR will acknowledge the receipt of the complaint/appeal through email. The HR will assess whether the complaint is valid, determine the accountable department and assign a personnel for investigation. Where necessary, a committee for investigation comprised of 3 personnel (HR, Customer relation officer, PRO) at least one of whom is a Halal Islamic affairs expert, who were not involved in the certification process or activities related to the complaint/appeal nor has been employed by the complainant/appellant or render consultancy service for them within two years, shall be formed. The personnel or committee will gather all the necessary information and evidences to verify the merit of the complaint/ appeal. The root cause of a valid complaint/ appeal shall be determined as in **Section 11** based on outcome of the investigation, and appropriate action plan to prevent recurrence shall be recommended by the HR, subject to approval by the MD. The effectiveness of the implemented corrective action shall be verified by the HR within the time frame specified. **GIF-QC-047 Complaints and Appeals Form** is used to record all activities concerning handling of complaints and appeals. These complaints/ appeals are also part of the management review meeting in **Section 12**.

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The outcome of complaint/ appeal investigation and final decision, including any action required from the client shall be communicated to the complainant/appellant by the MD or the HR. Client's feedback on GulfTIC process of handling complaints and appeals are welcomed and duly recorded in the same **GIF-QC-047 Complaints and Appeals Form**.

3. APPLICABLE PROCEDURES AND FORMS

QM-002 Section 11 Internal Audits and Management of Non-Conformities,
Corrective Action and Preventive Action
 QM-002 Section 12 Management Review
 GIF-QC-047 Complaints and Appeals Form