APPEAL AND COMPLAINT POLICY

1. APPEAL AND COMPLAINT PROCEDURE

1.1 HQC shall maintain and apply a documented appeals and complaints procedure that is accessible to the public.

1.2 The procedure shall protect confidentiality in relation to the appellant or complainant and the subject of the complaint. All appeals and complaints shall be recorded and handled confidentially.

2. INDEPENDENT REVIEW AND RESPONSIBILITY

2.1 HQC shall maintain an Appeals and Complaints Committee whose members act impartially and are separate from the persons who conducted the audit and made the certification decision under review.

2.2 HQC remains responsible for decisions at every level of the appeals and complaints-handling procedure.

3. SUBMISSION AND SCOPE

3.1 A verbal or written expression of dissatisfaction shall be treated as an appeal or complaint where it concerns an HQC Halal certification decision or another unacceptable situation arising from HQC certification activities and a response is expected.

3.2 Relevant certification decisions include granting, maintaining, renewing, extending, reducing, suspending and withdrawing certification. A request to reconsider such a decision shall be handled as an appeal; other expressions of dissatisfaction shall be handled as complaints under the applicable procedure.

3.3 Minor matters that can readily be resolved do not require the full formal complaint procedure. Where a matter remains unresolved or formal review is requested, it shall be referred for handling under the applicable procedure.

4. EXAMINATION AND OUTCOME

4.1 Where a complaint relates to a certified client, examination of the complaint shall take due account of the effectiveness of the certified management system relevant to the complaint.

4.2 Upon completion of the investigation, HQC shall inform the appellant or complainant of its decision, while respecting the confidentiality requirements applicable to the case.

5. NON-DISCRIMINATION

5.1 The submission, investigation and decision of an appeal or complaint shall not result in discriminatory action against the appellant or complainant.

6. CONTACT AND PUBLIC ACCESS

6.1 Appeals and complaints may be submitted to HQC websites for referral to the Appeals and Complaints Committee through the following channels:

Email	info@halalqualitycontrol.com
Telephone | Whatsapp	+31 70 346 97 95
Online complaint form	www.halalqualitycontrol.com/en/file-a-complaint/ (Headquarters) Or any other authorized HQC website

6.2 The appeals and complaints procedure and related forms shall be made available to the public through the HQC website or directly from HQC Headquarters. The related procedure is called P09. A submission may be made verbally or in writing.

7. POLICY GOVERNANCE

7.1 This Policy is governed by HQC Headquarters in The Hague, the Netherlands.
Version 2.0 replaces Revision 01 upon approval and issue. The approval and effective dates shall be recorded below, and subsequent revisions shall be controlled through HQC's document-control arrangements.

Approval and document control

Approval by President of the Halal Quality Control Group
Name Dr. Abdul Munim al Chaman
Approval date 1 September 2026
Effective date 1 October 2026

Version history

Version	Date	Revision record
1.0	1 September 2017	Source QM-01-09 issued as Revision 01.
2.0	On approval	Revision 01 reformatted in the Edition 2026 directive layout. Scope, confidentiality and non-discrimination retained; independence wording clarified and contact details updated. Review comments identify approval points.