



COMPLAINTS AND APPEALS

Right to Appeal -

The client has the right to appeal against any notification given regarding the suspension, reduction in scope or termination of certification by Halal Australia.

The appeal must be made in writing, using the Customer Appeal form and must be received by Halal Australia within fourteen days of receipt of notification of failure to comply with the certification requirements.

The Appeals and Complaints Committee will review the appeal and give an outcome within a certain period of time.

Complaints -

Complaints regarding the conduct of certification activities and information to Halal Australia's products and services can be made using the Customer Complaints Form.

Complaints will be investigated by the Appeals and Complaints Committee to ensure impartiality.

Complaints will be logged and evaluated to establish its validity, with any requisite corrective and preventive action instigated where necessary.

The Appeals and Complaints Committee will review the appeal and give a formal notice of the outcome within a certain period of time.

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