



**Công ty TNHH Halal Academy Việt Nam
HALAL ACADEMY VIETNAM CO.LTD.,**

Địa chỉ: 42 Đường số 18, KDC Him Lam 6A, Xã Bình Hưng, TP.HCM, Việt Nam
VPĐD: Số 52 Nguyễn Văn Trỗi, Phường Cầu Kiệu, TP.HCM, Việt Nam
[T] +84 286 277 5218, [E] info@halalacademy.vn [W] www.halalacademy.vn

FLOWCHART FOR APPEALS AND COMPLAINTS HANDLING

Appeal - Objection raised by client organization against any decision or conduct of Halal Academy Vietnam (HAV). Appeal can be filed due to the various reasons but not limited to following:

- Rejection for application, conducting audit and modification of scope,
- Recommendation / decision of an audit made by audit or decision team,
- Reconsideration of suspend or withdrawal certification,
- Rejection of corrective action submitted,
- Any other reason that may delay certification process.

Complaint - All dissatisfaction reported by interested parties (certified clients, legal body or accreditation body etc.) is considered complaints. Complaint can be made by any person or organization against the following:

- HAV Process Activities and or procedures,
- Audit Team member or any other staff of HAV,
- Audit process followed by audit team members,
- Misuse of certification status either in the scope or in the
- Logo, or any other related to Halal certification.

Steps for Appeal / Complaint Process are as follows:

1. Complainants/appellants/customers will submit their appeals/complaints through HAV's website link: www.halalacademy.vn / or through other receiving channels such as email, phone, Zalo, official correspondence, handwritten documents, or any other appropriate method.
2. The receipt of appeal / complaint is acknowledged and recorded by Admin Officer by generating appeal / complaint ID. Admin officer is responsible to communicate to the appellant & complainant about the on-going progress on the appeal / complaint along with time scale required. Time scales for completion of the process are largely dependent on the nature of the appeal / complaint.



Công ty TNHH Halal Academy Việt Nam
HALAL ACADEMY VIETNAM CO.LTD.,

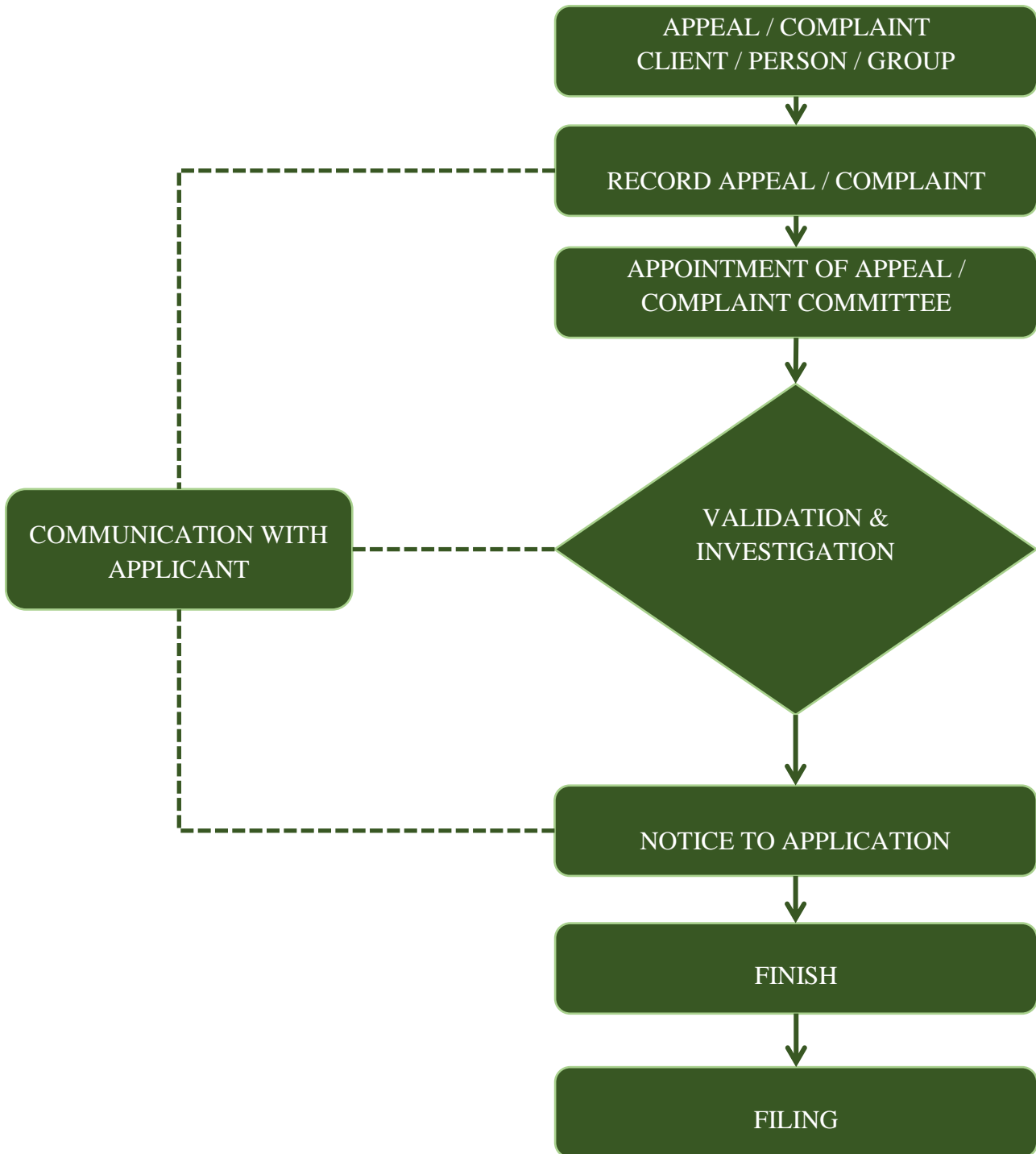
Địa chỉ: 42 Đường số 18, KDC Him Lam 6A, Xã Bình Hưng, TP.HCM, Việt Nam
VPDD: Số 52 Nguyễn Văn Trỗi, Phường Cầu Kiệu, TP.HCM, Việt Nam
[T] +84 286 277 5218, [E] info@halalacademy.vn [W] www.halalacademy.vn

3. The CEO will nominate an Appeal / Complaint Committee and Admin officer forward the Appeal / complaint Record to the Committee.
4. The committee may give the opportunity to the user/client to present his/her appeal / complaint in person. The committee analyzes the nature and details of appeal / complaint, validates, investigates it and decides the actions/decision to be taken in response to it taking into account results of previous similar appeals / complaints. The committee will give his approval on recommendations / decisions and forward to Admin Officer for further action. CEO / MR may verify the recommended actions if required.
5. Admin officer will inform the appellant of the progress and results, and implement corrective actions if necessary. The administrative staff will communicate the progress and results report to the complainant/appellant and send a formal notification to the appellant upon completion of the appeal process.
6. Document the measures taken and maintain relevant records.



Công ty TNHH Halal Academy Việt Nam
HALAL ACADEMY VIETNAM CO.LTD.,

Địa chỉ: 42 Đường số 18, KDC Him Lam 6A, Xã Bình Hưng, TP.HCM, Việt Nam
VPĐD: Số 52 Nguyễn Văn Trỗi, Phường Cầu Kiệu, TP.HCM, Việt Nam
[T] +84 286 277 5218, [E] info@halalacademy.vn [W] www.halalacademy.vn



Flowchart: Appeal & Complaint Handling Process