



## CUSTOMER FEEDBACK HANDLING PROCEDURE

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## 1. PURPOSE AND SCOPE

This procedure describes how customer feedbacks/complaints, appeals and disputes are handled in QTAWA.

## 2. RESPONSIBILITY

- 2.1 The procedure applies to any QTAWA staff who receives customer feedback.
- 2.2 The Quality Manager shall be responsible for allocating responsibilities for investigating and reporting on complaints.
- 2.3 The Quality Manager is responsible for making final decisions regarding complaints.
- 2.4 The Chief Executive Officer is responsible for making decisions on disputes.
- 2.5 The QTAWA Appeals Committee shall be responsible for making final decisions regarding appeals.

## 3. DEFINITIONS

- 3.1 **Customer feedback:** A compliment or complaint received from a person or organization relating to QTAWA activities, personnel, assessors/technical experts.
- 3.2 **Complaint:** Expression of dissatisfaction, other than an appeal, by any person or organization to QTAWA relating to Halaal activities, personnel and assessors/technical experts where a response is expected.
- 3.3 **Appeal:** Request by a conformity assessment body to QTAWA for a reconsideration of an accreditation decision.
- 3.4 **Dispute:** Complaints which have not been resolved through the QTAWA complaints handling system.

## 4. ACTIVITY DESCRIPTION

### 4.1 Complaints

- 4.1.1 Complaints concerning QTAWA services, personnel, assessors/technical experts can be received by any member of staff who shall complete QT-F-85.

Once received the complaint shall be directed to the Quality Manager who shall decide on the validity of the complaint then register on QT-F-86 if deemed valid. Should the Quality

Manager decide that the complaint is not valid then the complainant shall be notified accordingly and shall be advised of the reasons thereof.

All complaints relating to an organization accredited by QTAWA shall first be referred to the accredited organization. Only when the accredited organization has not resolved the complaint shall the matter be referred to QTAWA. Complaints which have not been resolved through the HALAL complaints handling system are classified as disputes and shall be brought to the attention of the Chief Executive Officer for resolution. The customer feedback procedure is publicly available.

- 4.1.2 The Quality Manager shall allocate the responsibility to investigate and report on the complaint. The person investigating the complaint shall be independent of the complaint.
  - 4.1.3 Within a week of registering the complaint, the Quality Manager shall forward a confirmation of receipt of the complaint using Standard letter SL-16 to the complainant and inform the complainant that the complaint is being handled.
  - 4.1.4 The person responsible shall investigate the complaint in such a manner that all facts relevant to the complaint are obtained. The person undertaking the investigation shall regularly inform the Quality Manager of progress with the investigation.
  - 4.1.5 Upon completion of the investigation, the person responsible shall compile a report and submit it to the Quality Manager.
  - 4.1.6 The Quality Manager shall review the report and propose appropriate actions to resolve the complaint.
  - 4.1.7 The Quality Manager in liaison with the head of department/unit shall conclude on the complaint.
  - 4.1.8 The Quality Manager within a week of concluding the complaint shall notify the complainant in writing about the outcome of the investigation.
  - 4.1.9 If a complaint is not resolved to the satisfaction of the complainant, he/she may request that the complaint be raised into a dispute.
  - 4.1.10 Disputes shall be handled as outlined in section 4.3
- 4.2 **Positive Feedback**
- 4.2.1 All positive feedback on QTAWA activities, personnel, assessors/technical experts shall be directed to the Quality Manager who in turn shall note it. Where feedback is on QTAWA personnel, then the respective staff and head of department/unit shall be informed.



## 6. REFERENCES

- QT-PM-01 Sections 7.12 and 7.13
- QT-BP-05 Terms of Reference Appeals Committee
- QTL-F-85 Complaints, Disputes and Appeals Registration Form
- QT-F-86 Customer complaints/Appeals Register
- QT-SL-16 Complaints Acknowledgement Letter