

**THE REPUBLICAN STATE ENTERPRISE
WITH THE RIGHT OF ECONOMIC MANAGEMENT
“KAZAKHSTAN INSTITUTE OF STANDARDIZATION
AND METROLOGY”**

I approve

Deputy General Director
of the RSE “KazStandard”




B. Muhamedzhanov

2023

MANAGEMENT SYSTEM


COMPLAINTS AND APPEALS PROCEDURE

PP KazStandard 44

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1 Scope

1.1 This production process “Complaints and appeals procedure” (hereinafter referred to as the process) establishes the procedure for the structure, registration, receipt and consideration of complaints and appeals in the Halal Product Conformity Confirmation Body (hereinafter referred to as the CCB) of the Republican State Enterprise with the right of economic management “Kazakhstan Institute of Standardization and metrology” (hereinafter referred to as KazStandard).

1.2 The requirements of this process are mandatory for all personnel of the Halal Product Conformity Confirmation Body.

1.3 This process is an internal regulatory document of KazStandard and is not subject to presentation to other parties, except for expert appraisers of the accreditation body when assessing by the CCB, auditors of certification bodies when conducting audits of the management system (QMS), as well as consumer partners (at their request) with the permission of the General Director KazStandard.

2 Normative references

2.1 In this process, references to the following documents are used:
ISO/IEC 17000:2004 Conformity assessment. Vocabulary and general principles.

3 Terms and definitions

This process applies terms and definitions in accordance with ISO/IEC 17000.

In addition to them, the following terms and definitions are established:


Appeal – a request from a representative of a conformity assessment object to a conformity assessment body or accreditation body to review a decision made by this body in relation to the object.

Complaint – an expression of dissatisfaction with the activities of a conformity assessment body or accreditation body on the part of a person or organization with the expectation of a response.

4 Designations and abbreviations

The following designations and abbreviations apply in this process:

PP	Production process;
KazStandard	The Republican State enterprise with the right of economic management “Kazakhstan Institute of Standardization and

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Metrology”;
 QMS Quality management system;
 Halal CCB Halal products Conformity Confirmation Body

5 General

5.1 The basic principles when considering complaints and appeals are:

- guarantees of respect for the rights of legitimate interests of applicants;
- inadmissibility of bureaucracy and red-tapery when considering.

5.2 Confidence in the activities of the CCB is ensured when complaints and appeals are dealt with properly and within the established time frame.

When receiving a complaint or appeal, the CCB must ensure that it falls within the scope of their conformity assessment activities.

The CCBs are responsible for all decisions they make when considering complaints and appeals. The consideration and decision-making must not result in any discriminatory action against the applicant.

6 Complaints and appeals procedure

6.1 The procedure for considering complaints and appeals from applicants includes the following elements and methods:


- receiving and registering a complaint;
- consideration, decision-making on what response measures are meant to be undertaken;
- bringing the decision to the applicant;
- implementation of the decision.

6.2 Filing a complaint/appeal.

6.2.1 Registration of a complaint/appeal is carried out through electronic document management Documentolog, received through the website, email or in the form of a letter and is transferred to the CCB for review and work. Anonymous requests will not be considered.

6.2.2 The person filing the complaint must provide the following information:

- Details of the addressee (name of the applicant, his location, exact postal address, outgoing number and date);
- Type of complaint or appeal (the point of the appeal, clearly formulated requirements on the subject of the dispute, for example, an audit, a certificate);

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- Description of the complaint or appeal;
- Correspondence on the applicant's controversial issue, if any;
- Other documents (information) as required by the CCB.

6.2.3 The CCB fills in the following information:

- information about the executor for handling the complaint (full name, reference number);
- the main reason for the complaint or appeal;
- what actions are taken into account when considering a complaint or appeal;
- whether the complaint or appeal has been considered;
- whether the addressee was informed about the actions that need to be taken to consider the complaint.

6.3 Notification of receipt of a complaint or appeal to the complainant.

The CCB must notify the complainant of receipt of a complaint or appeal within 24 hours. Inform the addressee of the complaint about the progress of the complaint. If it is necessary to obtain additional information on a received complaint, it is allowed to clarify the details of the complaint or appeal from the applicant.

6.4 Initial investigation of a complaint or appeal.


Upon receipt of a complaint or appeal, the CCB shall verify whether it is related to the activities of the CCB. If the complaint is related to the activities of the organization, then this complaint or appeal is considered.

The complaint or appeal is initially assessed for significance, severity of impact, security measures (confidential information) and the need for direct intervention. Priority in the assessment is given to the complaint or appeal. The seriousness (significance of the complaint) and the impact of the complaint (consequences) are assessed by the CCB.

6.5 Consideration of the complaint.

6.5.1 Before considering a complaint or appeal, it is necessary to determine the reason:

- how and where the complaint or appeal originated;
- who and what is involved in the complaint or appeal;
- direct reason for the complaint or appeal;
- whether the driving factor is related to internal or external activities;
- whether the problem is related to the customer (for example, the supplier). What actions should be taken into account in third party communication, logistics and supply;
- whether the complaint or appeal is limited to that product or service.

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6.5.2 The results of the investigation must be documented as an attachment to the complaint or appeal form. In this way, it is possible to inquire at any time how the investigation was carried out.

6.6 Investigation evaluation

Based on the results of the investigation, it is necessary to evaluate the actions necessary to solve this problem. Ensure that appropriate corrections and/or corrective actions are taken to prevent a similar problem in the future.

Discuss the solution to the problem under consideration with the CCB quality control officer, evaluate and determine the actions that need to be performed.

The results of consideration of the complaint/appeal are discussed at a meeting of the Complaints and Appeals Commission.

6.7 Communicating the decision to the applicant

The CCB should communicate with the complaint applicant regarding the results of the investigation and the conclusion of any action that needs to be taken.

In addition, the CCB specifies that the review and approval of an appeal is not assessed by the person involved in the complaint or appeal, such as certification activities. Any information about a client obtained from sources other than the client itself (for example, from the plaintiff) is considered as confidential.

6.8 Execution of the solution

6.8.1 The decision taken by the Commission is drawn up in 2 copies, and within 3 days, one copy is sent to the appellant/complainant.


6.8.2 If no objections are received to the decision made by the complainant/appellant, the decision is considered accepted.

6.8.3 If agreement has not been reached, then the complaint/appeal is further considered in the manner specified by the current legislation of the Republic of Kazakhstan.

If the appellant/complaint does not agree with the decision of the CCB, he has the right to file an appeal with the certification body.

6.8.4 Materials on appeals, complaints, disagreements and their resolution, as well as materials on corrective actions and assessment of their effectiveness are stored in the CCB for 3 years after the expiration of the certificate of the relevant organization.

6.9 Responsibilities of the CCB.

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6.9.1 Create a system so that the customer has the opportunity to register a complaint and appeal.

6.9.2 Assign staff to handle the complaint/appeal.

6.9.3 Ensure action and effectiveness regarding complaints/appeals

6.9.4 Inform the addressee about the progress of the complaint/appeal.

6.9.5 Determine the necessary follow-up actions for the complaint/appeal and/or appeal.

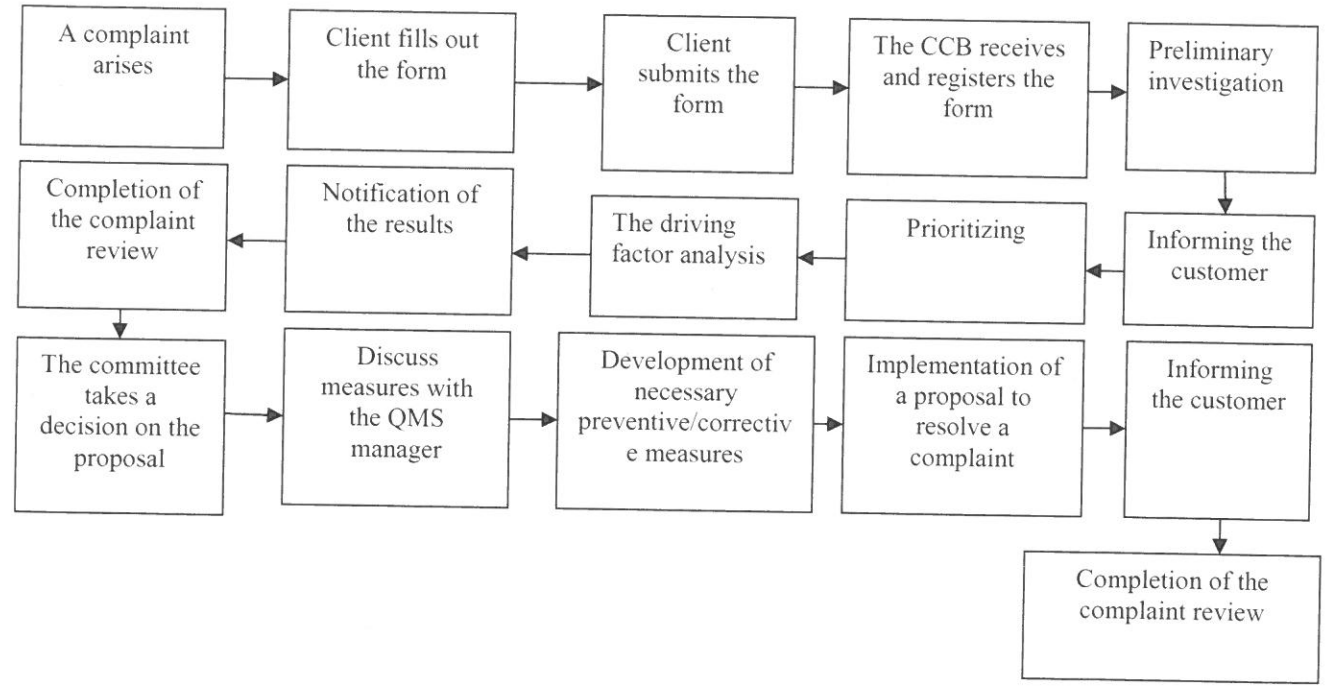
**Leading specialist of the
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Annex A
(informative)

Flowchart



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