

## **PROCEDURE FOR COMPLAINTS AGAINST THE IMPARTIALITY, INDEPENDENCE AND CONFIDENTIALITY OF MUIS HALAL CERTIFICATION'S OFFICERS**

1) All complaints against the impartiality, independence and confidentiality of MHC's officers shall be in written form and addressed to the Quality Service Manager (QSM) who shall direct the complaints to the HR Director



2) The HR Director shall initiate an internal investigation; and the staff concerned shall be required to submit an incident report to the Director HR through his/her respective Reporting Officer.



3) Upon verification of the facts, the HR Director shall make its findings known to the Muis management and recommend an appropriate HR decision based upon the facts of the case.



4) When a decision on a complaint is taken, the HR Director shall reply to the complainant via email or through other written means.