

## PROCEDURE FOR COMPLAINTS AGAINST SERVICE DELIVERY OF MUIS HALAL CERTIFICATION'S (MHC) OFFICERS

Complaints against service delivery of MHC's officers received from the public and or other interested parties shall be in written form and or via emails addressed to the Head of MHC who shall respond within 5 working days or a suitable timeframe depending on the complexity of the complaints

1) Head of MHC shall delegate a staff to look into the complaint and to gather the facts surrounding the complaint within 3 working days for simple cases or 14 working days for complex cases.



2) Upon completion of the fact gathering and analysis, the case would be handed to the Head of MHC for review, decision and if necessary, for escalation to the next higher authority.



3) When a decision on a complaint is taken, Head of MHC shall reply to the complainant via email or through other written means.