



REGULATIONS COMPLAINT and APPEAL COMMITTEE

Article 1.

Understanding:

Complaint: a complaint means a written statement by a complainant regarding the manner of execution by the administration or regarding a dispute concerning the interpretation of the Halal procedure / provisions in TQHCC Standard.

Article 2.

Composition and appointment of complaints committee

- The complaints committee consists of three members and two substitutes, one of whom is chairman and one secretary and is appointed by the board of directors of TQHCC.
- The chairman must be totally independent of TQHCC, other members and substitutes must not be involved in the file to which the complaint is related to.
- In the absence of the chairman, the secretary is the chairman.
- The members of the complaints committee are appointed for three years and can be reappointed after this period.
- During their term of office the members of the complaints committee and their deputies can be relieved of their duties by the board. dismissed from his position. Grounds for dismissal are:
 - weighty reasons on the basis of which enforcement as a member can not reasonably be required.
 - own request from the member of the complaints committee;
 - eigen verzoek van het lid van de klachtencommissie;
 - the apparent inadequate performance of his duties;
 - A (substitute) member may voluntarily resign.

Article 3.

Competence of the complaints committee:

The complaints committee is authorized to handle complaints from customers of TQHCC or other interested parties regarding Halal Certification of TQHCC.

The assessment of complaints on admissibility and on the basis of the handling of a complaint come to a decision on the merits of the submitted complaint, whether or not accompanied by recommendations to TQHCC. Ensuring a good registration of the submitted complaints.



Article 4.

Submitting a complaint:

- A complaint must be submitted in writing to the secretary of the complaints committee.
- The written complaint must contain: (a) the name and address of the complainant; (b). a date; (c). a description of the manner of execution by TQHCC a copy of the decision of TQHCC to which the complaint is addressed.
- The complaint must be submitted within a period of three months after the decision or the implementing act, to which the complaint is addressed, is known to the person concerned.

Article 5

Handling of complaint:

- The complaints committee will, after receiving the complaint, give the complainant the opportunity to explain the complaint verbally . If the oral procedure does not take place, the complaints committee will take a decision within two months of receipt of the complaint. If the oral hearing takes place, the complaints committee will take a decision within three months of receipt of the complaint.
- The complaints committee provides the documents and the complainant to the documents provided by the complainant or the administration to it.
- The complaints committee can only take a decision in a meeting in which the chairman and the two members or replacement are present.
- The complaints committee takes its decision by a majority of votes.
- The decision must be reasoned and signed by the chairman.
- The secretary sends a certified copy of the decision to the complainant.
- If the complaints committee also makes a recommendation in its decision with regard to the implementation of the pension fund, the administration sends a reasoned response to the complaints committee. The complaints committee forms an opinion on this response and reports on this to the board.

Artikel 6.

Objective of the complaints procedure:

Do justice to the individual complainant; creating the opportunity for recovery of the relationship, based on mutual trust and equality of the complainant and TQHCC.

the identification of more frequent bottlenecks concerning service extension of TQHCC.



Article 7.

Basic principles of the complaints procedure:

The complaints procedure is based on the following principles:

A complaint is preferably resolved by the complainant and the accused jointly;
the complaints committee offers impartial treatment of the complaint;
the complaints procedure is low-threshold and free of charge for the complainant;
the complainant and the accused are entitled to assistance and the right to be represented during the procedure

A fluent handling of the complaint according to fixed, clear procedures;

the complainant and the accused are given the opportunity to explain the complaint verbally and / or in writing;

The complainant and the accused are entitled to inspect all documents that are or may be relevant to the handling of the complaint, insofar as this does not affect the personal privacy of a third party;
the principle of hearing both parties, the complainant and the accused;

Personal data about the complainant and the accused will be treated and registered carefully and confidentially. The members of the Complaints Committee, their deputies and any other persons involved in the procedure have a duty of confidentiality with regard to what has become known to them as a member of the committee or as a result of their involvement;

The members of the complaints committee, their substitutes sign the integrity / independence and confidentiality documents of TQHCC.

the complaints committee does not deal with damage claims.

Article 8.

Composition, appointment and dismissal of the members of the complaints committee

The complaints committee meets as a rule at least once a year and furthermore as often as the chairman deems necessary. The meetings take place in the presence of all members and, in the absence of a member, of his deputy.

The meetings have a closed character.

The chairman sets the agenda for the meeting and the secretary informs the members of all received complaints.

In the event of an oral hearing by the Complaints Committee, the complainant, the accused and any other persons who in the opinion of the Complaints Committee must be heard.

Decision-making within the complaints committee takes place by simple majority of votes, with the aim of consensus.

The secretary prepares a written report containing the opinion and the reasons for the complaints committee about the merits of the submitted complaint as well as any recommendations to the TQHCC.

After termination of the complaint handling, the members of the complaints committee submit all documents to the secretary. The secretary is responsible for the destruction of all documents.



Article 9.

Objection and change:

If a complaint concerns a member of the Complaints Committee or a person with whom a member of the Complaints Committee is closely involved, the member of the Complaints Committee will refrain from participating in the handling of that complaint and the substitute of the member will take part. Both the complainant and the accused can request that a member of the Complaints Committee does not take part in the handling of a complaint in case of reasonable doubt about his impartiality. With accepting the request, the deputy member will participate in the handling of the complaint. The other members of the committee decide whether the objection is legitimate. In the event of a tie, this is deemed to be the case.

A (deputy) member of the complaints committee can voluntarily resign. To this end, notice is given to the Board of the Complaints Committee, which provides for the follow-up as soon as possible.

Article 10.

Discontinuation procedure:

The complainant has the right to withdraw the complaint at any time.

The Complaints Committee does not deal with damage claims and does not make any pronouncement about the (financial) liability. Claims for damages are immediately referred to the accused.

If a complaint is inadmissible, the complainant and the accused are informed in writing, with stating reasons.

Article 11.

Profession:

No appeal is foreseen in the context of this complaints procedure.

Article 12.

Fees and costs:

The members of the complaints committee receive an expense allowance according to the fixed rate of TQHCC.

Article 13.

Final provisions:

TQHCC ensures a broad announcement of the existence of the complaints committee and the complaints procedure with the clients to whom he provides services.

In all cases not covered by these regulations, TQHCC decides, having heard the complaints committee.

Changes to these regulations are made by TQHCC after having heard the complaints committee.