



IHAF

المنتدى الدولي لهيئات إعتاماد الحلال
INTERNATIONAL HALAL ACCREDITATION FORUM

IHAF/PY-02: 2017

IHAF APPEALS Policy

Revision 1/Issue Date: 21-10-2018

Date of Application: Immediate

“Endorsed by IHAF General Assembly at its Third Meeting on 21-10-2018, Singapore”

Resolution Number GA 2018-03-17.

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1. Foreword

The International Halal Accreditation Forum (IHAF) is an independent, non-government network of accreditation agencies all mandated to enforce Halal standards in their countries and regions. It has been established with the aim of unifying and harmonizing Halal accreditation practices on global level to comply with Islamic principles (Sharia), and to develop and maintain Halal Multi-Lateral Recognition Arrangements (MRA) among IHAF member accreditation bodies, this will result in removing technical barriers facing halal products and services, and facilitating international halal trade, hence protecting the growing number of halal consumers.

This document outlines the rules followed when handling appeal(s) against IHAF decisions and activities. IHAF considers appeal(s) as opportunity(ies) for improvement on its services and systems. The policy is prepared by IHAF General Secretary and reviewed by Board of Directors. The effective date for implementation of this document is the date of endorsement by General Assembly, once endorsed it is published on IHAF website www.ihaf.org.ae.

2. Introduction:

IHAF is committed to maintain its responsiveness to the needs and concerns of its members, interested parties and relevant international organization in Halal field, and to resolve appeal(s) in an objective, impartial and efficient manner.

The Policy is designed to provide guidance on the way in which IHAF receives and handles appeal(s) made against IHAF decisions.

IHAF considers all appeals as opportunities for improving its services and systems.

3. Definitions:

In handling appeal(s), following definition is applied:

Appeal: is a request by an IHAF member, applicant or organization for reconsideration of any adverse decision made by IHAF, this includes decisions related to membership status” of the appellant.

4. Scope:

4.1 Appeal(s) could be raised against any adverse decision carried out by an official or committee acting on behalf of IHAF including any adverse decision by General Assembly, Board of Directors or a peer evaluation team. This could include the following cases:

4.1.1 Accreditation Body (AB)/Interested Party appealing the decision of IHAF for rejecting membership.

4.1.2 Member Accreditation Body appealing IHAF decision for:

- a. rejecting upgrading of membership category,
- b. rejecting expanding the scope of the MRA signed by the AB.
- c. reducing the scope of the MRA signed by the AB.

5. General Rules:

- 5.1 When an applicant/member does not agree with the decision of IHAF; it may appeal within 20 business days from notification of the decision. Appeal(s) shall be made in writing, all the details of an appeal shall be made clear and completed as per the Appeal Form “IHAF/Appeal Form – F40:2017”, then referred directly to IHAF General Secretariat either through its website www.ihaf.org.ac, or by sending an e-mail to Info@ihaf.org.ac.
- 5.2 IHAF is committed to acknowledge the appeal(s) immediately upon receipt in writing within 3 business days as per approved procedure issued by IHAF General Secretariat (Appeals Handling Procedure; IHAF/PR-03: 2018).
- 5.3 Once the appeal is received by IHAF General Secretariat, details of the appeal are recorded in Appeals Register “IHAF/Appeal & Complaint- F17:2017”. The appeal is assigned a unique number that is a sequence of three numbers; the month and year the appeal received in by IHAF General Secretariat, followed by the appeals running – four digits - number.
(e.g. an appeal made in January 2018 that is also the 26th appeal on the Appeals Register would be designated the unique number: 01-2018-0026).
- 5.4 In case of rejection of an appeal, IHAF General Secretariat shall inform the appellant about the decision and the reason of rejection of his appeal.
- 5.5 After acceptance of the appeal, IHAF General Secretariat shall inform Chairman of IHAF Board of Directors within 5 business days.
- 5.6 To investigate the appeal(s); Chairman of IHAF Board of Directors shall appoint an Ad-hoc Appeals Committee comprising two impartial full IHAF members and an expert in the field of the appeal.
- 5.7 The Ad --hoc Appeals Committee shall be formed within 10 business days after acceptance of the appeal.
- 5.8 IHAF Chairman shall ensure that all members of the Ad --hoc Appeals Committee are impartial and have no conflict of interest with the appellant or the subject of the appeal and have no professional association with the appellant. For appeals related to membership status or MRA process; Appeals Committee members shall be selected from members/experts who have no involvement in the evaluation team that performed the evaluation of the appellant, and have no interest in appeal’s subject. Members of the Appeals Committee shall declare any potential conflict of interest and sign a confidentiality statement.
- 5.9 Appellant shall be informed in writing about the composition of the Ad --hoc Appeals Committee within 3 business days, if the Appellant has any objection to the appointment of any of the committee’s members, he shall inform IHAF in writing within 5 business days from

being informed providing valid reason(s). If IHAF Chairman accepted the reason(s), then decision will be taken to select new member(s) and this decision shall be final.

- 5.10 IHAF General Secretariat shall provide the members of the Ad --hoc Appeals Committee with the complete file of documents related to the appeal subject.
- 5.11 The Appellant has the right to enquire and check the status of its appeal during the handling process.
- 5.12 If found necessary; the Ad --hoc Appeals Committee has the right to ask the appellant to represent their appeal during a hearing meeting to consider the grounds of the appeal. Audio recording is necessary for the hearing meeting.
- 5.13 Costs associated with the appeal(s) shall be allocated in the following manner:
 - a) the appellant shall pay all the costs associated with the appeal in case the appeal is dismissed and found irrelevant.
 - b) the appellant shall pay all the costs associated with the appeal when the adverse decision is affirmed by the Ad---hoc Appeals Committee.
 - c) IHAF shall pay all the costs associate with the appeal when Ad---hoc Appeals Committee decided to modify or reverse or reversed in part the adverse decision.
- 5.14 Appeal(s) costs shall include; but not limited to, all the administrative and meeting costs, including costs of hearing (if required), the travel and other expenses of appellant representative present at any hearing.
- 5.15 All appeals shall be resolved within 60 business days maximum, if more time is needed, the Appeals Committee shall submit a request to Chairman of IHAF BOD specifying reasons for extension. Chairman is authorized to extend the time as appropriate.
- 5.16 Upon closure of the appeal, the appellant shall be notified in writing about the decision/outcome of the Ad--hoc Appeals Committee. Where the appeal is found in the favor of the appellant, other actions, such as reinstatement of MRA status; may be necessary, these will be specified in the written outcome.
- 5.17 IHAF General Secretary shall maintain all related records.

I. Amendment Record:



Page No.	Revision No.	Description of the Change
All pages	1	<ul style="list-style-type: none">- Rev. 0 of the document was circulated to members for comments, all comments were discussed and Rev. 0 was amended accordingly as per "IHAF Comment and Observations on Appeals Policy", after which the document is formally issued with Rev. 1.- Change the ID of the document due to changing the approving authority from IHAF/PY-04: 2017 to IHAF/PY-02: 2017. (Resolution no. GA 2017-02-14: "The General Assembly approved the structure of IHAF documentation systems" during the 2nd meeting of the General Assembly).- Issued as per resolution # GA 2018-03-17.