


**HFFIA**

Doc. No.	FORM EXT-0015
Version	2.5
Effective date	11-10-2019

Title: FORM EXT-0015 - Complaints and Appeals - Template

Page 1 / 2

**Complaint / Appeal HFFIA to be sent to [quality@halal.nl](mailto:quality@halal.nl)**
**Addressor:**

 Name:  
 Company:  
 Phone:  
 Date:

**Description Complaint / Appeal:**
**Grey parts to be filled in by HFFIA**
**First analysis by HFFIA QM**

 Date:  
 Reference number (CAPA logbook):  
 Does the complaint / appeal relate to certification activities for which HFFIA is responsible?  
 Yes → determine priority: High/ Intermediate/ Low → forward complaint to Complaints and Appeals Committee. Include correspondence, priority determination and CAPA logbook. Send acknowledgement receipt of formal complaint / appeal to addressor.  
  
 No: reply to addressor for additional information or feedback, include correspondence.  
 Signature HFFIA QM:

**Complaint / Appeal handler CAC**

 Name:  
 Reference number (CAPA logbook):  
 Title:  
 Date of receipt:

**Root cause analysis**
**Gather and verify all necessary information (as far as possible) to progress the complaint or appeal to a decision. Include evidence, meeting report, correspondence.**

- How and where did the complaint or appeal originate from?
- Whom and what are involved in the complaint or appeal?
- What is the direct cause of the complaint or appeal?
- Is the root cause linked to internal or external activities?
- Is the issue at hand with a client (e.g. supplier)? What type of actions should be taken into consideration regarding informing third parties, logistics and supplying?
- Is the complaint or appeal limited to this product or service?

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Page 2 / 2

**Corrective and preventive actions:****Implemented, reviewed and closed (with Quality Manager): Yes/ No****Complaint addressor informed: Yes/ No****Signature CAC:****Signature QM:**