

Halal Certification Process to access GCC and UAE Markets

Pre Application Process

1. The client will email HMC on info@halalhmc.org that they wish to apply for Certification
2. HMC will email a copy of the standard and application form for the client to complete

Application Activities

1. Application will be submitted to HMC with all the necessary documents as per guidance in the application
2. HMC will review the application
3. Evaluate any anomalies and close them in readiness for the audit
4. Customer will agree to the T&C's
5. HMC will advise of costs as well as number of audit days based on input values from the application

Evaluation Activities

1. Minimum 2 auditors will conduct site assessment which will be done over 2 stages
2. They will check to see compliance that the products are Halal compliant and food safe.
3. Thorough vetting of the QMS and FSMS
4. Lab testing of finished products where applicable

Post Evaluation Activities

1. The decisions to grant certification will be done by the HMC's decision committee
2. The certification if granted will be for a period of 3 years
3. HMC will only certify products based on the scope provided in the application
4. HMC will conduct surveillance audit each year to ensure compliance to the standard
5. Granting/suspending/reducing scope/extending/withdrawal will be done in accordance to the HMC standard

Suspension & Withdrawal

1. HMC can suspend and withdraw certification based on
 - a. Breach in contract
 - b. Misusing the HMC logo
 - c. No meeting the requirements of the standard

HMC Certification Schemes

Scheme	Countries you can access	Certification Process	Duration of Certification	Cost of Certification
GSO Scheme GSO2055 2 GSO 2055 1 GSO993	<ul style="list-style-type: none"> - UAE - Saudi Arabai - Kuwait - Qatar - Bahrain - Oman - Yemen 	<ul style="list-style-type: none"> - Application - Sign Contract - Review Application and risk assess suitability - Stage 1 Audit - Stage 2 audit - Lab Test of product - Decisions Committee to decide whether to grant certification - Issue certification - Suvveillance audit in year 1 & 2 	3 years period for certification	Based on the number of man hours needed to ensure compliance to the GSO2055 standards
Non GSO Scheme	All Countries Other GCC and UAE Countries	<ul style="list-style-type: none"> - Application - Review Application and risk assess suitability - Site Audit - Lab Test - Issue certification 	12 Months Certification	Based on the number of man hours needed to ensure compliance to the HMC standards

HMC Financial Support Clairty

HMC charges its clinets for the servie (Halal Certification) that it provides and charges a fee to ensure that it cover its costs making the HMC operaton sustainable

Applicants Rights

HMC at all times will ensure to treat each client with due care and work imartially to provide the best level of care through the entire certification process. HMC will always uphold confidentiality.

Use of the HMC Logo & Name

Only authorised clients who are in compliance with HMC expectation are allowed to use the HMC logo or make reference to HMC.

If a client leaves HMC then they are no longer authorised to use the HMC logo or make any reference to HMC and will desist immediately from making such claims.

Appeals & Complaints

How you can make a complaint/Appeal

You can complain:

- In person
- By telephone
- Through a member of our staff
- Through an advocate or representative

Where someone complains orally we will make a written record and provide a copy of it within 3 working days

- By letter
- By email

Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

Responsibility

The HMC Complaints Committee has overall responsibility for dealing with all complaints made about their service however the matter will be delegated to a responsible person who has not been a part of the initial decisions making process. The final decisions however will be made by the Decisions/Appeals Committee.

We will provide as far as is reasonably practical:

- Any help you need to understand the complaints procedure; or
- Advice on where you may get that help.

How we handle Complaints/Appeals

The Registered Manager or Halal Monitoring Committee may ask one of the management team to investigate the complaint/Appeal. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings;
- Any action we have taken; and
- Our proposals to resolve your complaint.

Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact using the email info@halalhmc.org.

Should the need arise then dependant on the severity of the complaint HMC may need to make members of the public aware of the issue at hand with the consultation of client and enquirer.