Use this form to lodge a complaint, an appeal against an NHASA certification decision, or a concern about NHASA's impartiality. Anyone may lodge a complaint or impartiality concern, and may do so anonymously; appeals are lodged by the applicant or client within 30 calendar days of being notified of the decision. Send to info@nhasa.com.au. NHASA acknowledges every matter within 2 business days, normally resolves complaints within 30 business days and decides appeals within 60 calendar days (SOP-11). Matters are handled by persons not involved in them.

Complete Part A, then the Part that applies (B, C or D), and Parts E and F. Fields marked * are mandatory.

Part A — Who Is Lodging

Item	Entry
Type of matter *	☐ Complaint (Part B) ☐ Appeal against a decision (Part C) ☐ Impartiality concern (Part D)
☐ I wish to remain anonymous (complaints and impartiality concerns only)	
Name	
Organisation and position (if any)	
Certificate / application no. (if any)	
Email	
Phone	
Preferred contact method	

Part B — Complaint

Subject (tick one or more)	Subject
☐ An NHASA-certified organisation or its products	☐ An NHASA halal certificate (validity, misuse, forgery)
☐ Use of the NHASA halal mark or another halal label	☐ Suspected halal-integrity breach (non-halal material, contamination, slaughter practice)
☐ An NHASA auditor or audit	☐ NHASA service or conduct
☐ Other (specify below)	

Item	Entry
Organisation / certificate no. concerned (if known)	
Product / brand / batch (if applicable)	
Where and when did this occur?	
Describe what happened, with dates and details *	
Outcome you are seeking	

Part C — Appeal

Decision appealed (tick one)	Decision
☐ Refusal of application or certification	☐ Suspension of certificate
☐ Withdrawal of certificate	☐ Scope reduction / refusal of scope extension or renewal
☐ Refusal of a consignment certificate	☐ Grading of a non-conformity
☐ Other (specify)	

Item	Entry
Decision reference (SOP18-F01 / letter ref.) and date *	
Date the decision was received *	
Grounds: why the decision should be changed *	
New information or evidence provided (if any)	

Lodging an appeal does not by itself suspend the decision. The appeal is decided by a Complaints and Appeals Committee of at least three persons not involved in the decision, including at least one Islamic Affairs Expert. Its decision is final within NHASA; you may then raise the matter with the relevant authority or accreditation body under its rules.

Part D — Impartiality Concern

Category (tick)	Category
☐ Conflict of interest	☐ Undue influence on an audit or decision
☐ Commercial or financial pressure / revenue dependency	☐ Link with a related body or consultancy
☐ Gifts or hospitality	☐ Other (specify below)

Item	Entry
Description of the concern (who, what, when; client or decision concerned) *	

Part E — Supporting Evidence and Declaration

Evidence attached (tick)	Evidence	Evidence
☐ Photographs	☐ Product label / packaging	☐ Purchase receipt / invoice
☐ Correspondence / decision letter	☐ Certificate copy	☐ Audit report / NCRs / corrective-action evidence
☐ Test results	☐ Other (describe)	☐ None

I confirm that the information above is true to the best of my knowledge and, for an appeal, that I am authorised to lodge it on behalf of the organisation.

Role	Name	Signature	Date
Person lodging			

Part F — NHASA Office Use Only

Item	Entry
Date received; register ref. (SOP11-F03)	
Date acknowledged (within 2 business days)	
Classified as (QMR, within 3 business days)	☐ Complaint ☐ Significant complaint ☐ Halal-integrity complaint ☐ Appeal ☐ Impartiality concern
Appeal lodged within 30 calendar days?	☐ Yes ☐ No ☐ N/A

Item	Entry
Relates to NHASA's certification activities or a certified client?	☐ Yes ☐ No (reason given to the person)
Halal-integrity: same-day containment under SOP-35 (SOP35-F01 ref.)	☐ Yes ☐ N/A
Investigator or CAC appointed; SOP08-F02 signed by each (SOP11-F02 ref.)	
Impartiality concern: SOP15-F01 updated (date); reported to the Impartiality Committee (SOP15-F02 meeting date)	
Authority notification required (SOP30-F02 ref.)	
Target date (complaint 30 business days; appeal 60 calendar days)	
Outcome communicated in writing (date); further routes stated for appeals	
Closed by / date	

Document Control — Approved Controlled Template

This form template is a controlled document, approved and authorised by NHASA management as below. Entries made when the form is used are signed by the relevant person at the point of use.

Role	Name	Signature	Date
Prepared by: Quality Manager	Suhaila Hanif		23 Oct 2026
Reviewed by: Operations Manager	Dr. Muhammad Aslam Khan		23 Oct 2026
Approved by: Technical Manager	Syed Asad Bukhari		23 Oct 2026
Authorised by: Chairman / Chief Executive Officer	Manzoor Ahmad Mian		23 Oct 2026

— End of Form NHASA-SOP11-F01 —