厦门广信隆技术服务有限公司

Al-Baqara Certification

申投诉控制程序

Complaint and Appeal Control Procedure

文件编号：（Document No.）	ABC-PD-002
版本号：（Version No.）	A2
编制：（Compiled by）	韩锐
审核：（Reviewed by）	评审组 Review Group
批准：（Approved by）	沙忠虎
修订日期：（Revision Date）	2026.4.5

发布日期（Issuance Date）**：**	**实施日期**（Implementation Date）**：**
2022.8.1	**2022.8.1**

修订次数（Revision Times）	修订日期（Revision Date）	修改内容/原因 （Modification Content/Reason）	更改人（Modifier）	批准人（Approver）
1	2026.3.16（A1）	1. 按公司文件控制程序格式规范文件结构；Standardize the document structure in accordance with the company's document control procedure format; 2. 补充职责分工、质量记录表格等核心模块；Supplement core modules such as responsibility division and quality record forms; 3. 统一公司简称及文件编号规则；Unify the company abbreviation and document numbering rules; 4. 细化流程节点及表单引用。Refine process nodes and form references. 5.修改调查组的组成。	韩锐	沙忠虎
2	2026.4.5（A2）	1.增加4.3.2调查组组成人员要求。Add Section 4.3.2 Requirements for Members of the Investigation Team. 2.修改3.4总经理为高层领导，补充相关回避原则。Amend “General Manager” in Section 3.4 to “ Senior Leadership ” and supplement the relevant withdrawal principles. 3.文件由副总经理审核，修改为评审组审核。The document shall be reviewed by the review team.	韩锐	沙忠虎

申投诉控制程序

Complaint and Appeal Control Procedure

1 目的（Purpose）

规范本机构认证相关申诉、投诉及争议的处理流程，明确各部门职责，保障相关方合法权益，确保处理过程合法、公正、高效，维护认证工作的客观性和权威性，为持续改进服务质量提供依据。

Standardize the handling process of certification-related complaints, appeals and disputes of the institution, clarify the responsibilities of each department, protect the legitimate rights and interests of relevant parties, ensure the legality, impartiality and efficiency of the handling process, maintain the objectivity and authority of certification work, and provide a basis for continuous improvement of service quality.

2 适用范围（Scope）

本程序适用于相关方（申请方、获证组织、其他利益相关方）针对本机构以下事项提出的申诉、投诉和争议的接收、调查、处理、反馈及记录管理：

This procedure applies to the reception, investigation, handling, feedback and record management of complaints, appeals and disputes raised by relevant parties (applicants, certified organizations, other stakeholders) against the following matters of the institution:

2.1 认证审核结论相关异议；

Objections related to certification audit conclusions;

2.2 认证资格暂停、撤销、注销的决定异议；

Objections to decisions on suspension, revocation and cancellation of certification qualification;

2.3 认证工作人员违纪、违规、损害相关方合法权益的行为；

Disciplinary and irregular acts of certification staff that damage the legitimate rights and interests of relevant parties;

2.4 认证审核活动的合法性、公正性、非歧视性异议；

Objections to the legality, impartiality and non-discrimination of certification audit activities;

2.5 本机构认证服务相关的其他争议事项。

Other disputed matters related to the certification services of the institution.

3 职责（Responsibilities）

3.1 综合部（General Department）：

- 负责申投诉的统一接收、登记、编号及材料归档；

Responsible for the unified reception, registration, numbering and material filing of complaints and appeals;

- 协调相关部门开展调查核实工作，跟踪处理进度；

Coordinate relevant departments to carry out investigation and verification work and track the handling progress;

- 负责处理结果的书面通知及记录台账维护；

Responsible for the written notification of handling results and the maintenance of record accounts;

- 编制并更新《申投诉处理相关记录表格》。

Compile and update the "Relevant Record Forms for Complaint and Appeal Handling".

3.2 技术委员会（Technical Committee）：

- 负责对认证审核结论、技术层面相关的申投诉进行专业评审；

Responsible for the professional review of complaints and appeals related to certification audit conclusions and technical aspects;

- 提供技术支持，协助制定处理意见及整改措施。

Provide technical support and assist in formulating handling opinions and rectification measures.

3.3 相关业务部门（Relevant Business Departments）：

- 配合综合部开展申投诉调查，提供相关证据材料；

Cooperate with the General Department in complaint and appeal investigations and provide relevant evidence materials;

- 对涉及本部门职责的申投诉事项提出初步处理意见；

Put forward preliminary handling opinions on complaints and appeals involving the department's responsibilities;

- 落实经批准的整改措施并反馈执行情况。

Implement approved rectification measures and feedback the implementation status.

3.4 高层领导（Top Management）：

高层领导含公司主席、总经理、副总经理。

Top Management covers the Chairman, General Manager and Deputy General Manager of the company.

- 与申投诉事项有直接利害关系的人员需主动回避。

Personnel with a direct interest in the complaint or appeal matter shall voluntarily recuse themselves.

- 批准申投诉处理的最终结论及重大事项决策；

Approve the final conclusions of complaint and appeal handling and decision-making on major matters;

- 审批申投诉处理过程中涉及的费用分摊及重大整改方案；

Approve the cost sharing and major rectification plans involved in the complaint and appeal handling process;

- 授权综合部对外发送正式处理结果通知。

Authorize the General Department to send official handling result notifications to external parties.

3.5 申投诉处理专员（Complaint and Appeal Handler）：

- 由综合部指定专人担任，负责申投诉的日常跟进及材料整理；

Designated by the General Department, responsible for the daily follow-up of complaints and appeals and material collation;

- 确保处理过程符合程序要求，及时向相关方反馈进展。

Ensure the handling process complies with procedural requirements and timely feedback progress to relevant parties.

4 控制程序（Control Procedures）

4.1 申投诉的提出（Submission of Complaint & Appeal）

4.1.1 申诉提出（Appeal Submission）：

申诉方对本机构认证决定、申投诉处理结果有异议的，需在收到相关通知后30个工作日内，以书面形式（含纸质信函、扫描件、电子邮件）向综合部提出申诉，填写《申诉申请表》，明确申诉事由、诉求及相关证明材料，并签字/盖章确认。

If the appellant has an objection to the certification decision and the result of complaint/appeal handling of the institution, he/she shall submit a written appeal (including paper letter, scanned copy, e-mail) to the General Department within 30 working days after receiving the relevant notice, fill in the "Appeal Application Form", specify the appeal reasons, claims and relevant supporting materials, and sign/seal for confirmation.

4.1.2 投诉/争议提出（Complaint/Dispute Submission）：

投诉/争议方可通过书面信函、现场提交、电子邮件等方式提出，填写《投诉/争议申请表》，注明投诉/争议事由、具体事实、诉求及联系方式，并提供相关证明材料且签字/盖章；匿名投诉无有效证明材料的，不予受理。

The complainant/disputing party may submit by written letter, on-site submission, e-mail, etc., fill in the "Complaint/Dispute Application Form" , specify the reasons, specific facts, claims and contact information of the complaint/dispute, and provide relevant supporting materials with signature/seal; anonymous complaints without valid supporting materials will not be accepted.

4.1.3 联系方式（Contact Information）：

- 联系人（Contact Person）：张玉
- 邮箱（Email）：baqaracert@gmail.com
- 地址（Address）：厦门市集美区天阳路 6 号 4 楼之十五

F15, 4/F, No.6 Tianyang Road, Jimei District, Xiamen

- 邮编（Postal Code）：361024

4.2 申投诉的接收与登记（Reception and Registration of Complaint & Appeal）

4.2.1 综合部申投诉处理专员收到申投诉材料后，1 个工作日内完成信息核对，确认材料是否齐全（含申请表、证明材料、签字/盖章）；材料不全的，填写《申

投诉材料补正通知书》，书面通知申投诉方在 5 个工作日内补全材料，逾期未补正的视为无效申请。

After receiving the complaint and appeal materials, the complaint and appeal handler of the General Department shall complete the information verification within 1 working day to confirm whether the materials are complete (including application form, supporting materials, signature/seal); if the materials are incomplete, fill in the "Notice of Supplementary Materials for Complaint and Appeal" , and notify the complainant/appellant in writing to supplement the materials within 5 working days; failure to supplement within the time limit shall be deemed an invalid application.

4.2.2 材料齐全且符合要求的，申投诉处理专员填写《申投诉登记表》，按“ABC-TS-年份-序号”规则进行统一编号（例：ABC-TS-2026-001），记录申投诉方信息、事由、诉求、接收日期、材料清单等关键信息，并录入申投诉管理台账。

If the materials are complete and meet the requirements, the complaint and appeal handler shall fill in the "Complaint and Appeal Registration Form" (ABC-QR-TS-004), conduct unified numbering according to the rule of "ABC-TS-Year-Sequence Number" (e.g.: ABC-TS-2026-001), record key information such as the complainant/appellant's information, reasons, claims, reception date, and material list, and enter it into the complaint and appeal management account.

4.3 申投诉的调查与核实（Investigation and Verification of Complaint & Appeal）

4.3.1 综合部在登记完成后 2 个工作日内，根据申投诉事项类型，协调相关业务部门、技术委员会组成调查小组；与申投诉事项有直接利害关系的人员需主动回避，不得参与调查工作。

Within 2 working days after the completion of registration, the General Department shall coordinate relevant business departments and the Technical Committee to form an investigation team according to the type of complaint and appeal; personnel with a direct interest in the complaint and appeal matter shall voluntarily recuse themselves and shall not participate in the investigation work.

4.3.2 调查组的组成：至少由三人组成，其中至少一人为伊斯兰事务专家。关于

申诉的决定应以全体一致通过，而非多数票通过。

This committee shall consist of a minimum of three persons, at least one of whom is an Islamic affairs expert. Decisions regarding appeals shall be taken unanimously, not by majority of votes.

4.3.3 调查小组在 10 个工作日内完成调查核实：查阅相关文件记录、约谈相关人员、必要时进行现场取证，填写《申投诉调查核实报告》，明确调查事实、证据及初步处理意见。

The investigation team shall complete the investigation and verification within 10 working days: review relevant documents and records, interview relevant personnel, conduct on-site evidence collection if necessary, fill in the "Complaint and Appeal Investigation and Verification Report" (ABC-QR-TS-005), and clarify the investigation facts, evidence and preliminary handling opinions.

4.3.4 调查过程需严格遵守保密原则，对申投诉方信息、调查内容及相关证据材料予以保密，不得泄露给无关第三方。

The investigation process shall strictly abide by the confidentiality principle, and keep the complainant/appellant's information, investigation content and relevant evidence materials confidential, and shall not disclose them to irrelevant third parties.

4.4 申投诉的处理与审批（Handling and Approval of Complaint & Appeal） 4.4.1 投诉/争议处理（Complaint/Dispute Handling）：

- 调查核实完成后，综合部汇总调查报告及初步处理意见，5 个工作日内提交至高层领导审批；

After the completion of investigation and verification, the General Department shall summarize the investigation report and preliminary handling opinions and submit them to Top Management for approval within 5 working days;

- 高层领导在 5 个工作日内作出处理决定，明确处理意见（如：维持原决定、责令整改、补偿方案、追究相关人员责任等）；

Top Management shall make a handling decision within 5 working days, clarifying the handling opinions (such as: maintaining the original decision, ordering rectification, compensation plan, investigating the responsibility of relevant personnel, etc.);

- 处理决定需在收到有效材料后 1 个月内完成并形成《投诉/争议处理决定书》。The handling decision shall be completed within 1 month after receiving the valid materials and form the "Complaint/Dispute Handling Decision".

4.4.2 申诉处理（Appeal Handling）：

- 综合部将申诉材料及调查报告提交技术委员会进行专业评审，技术委员会在 7 个工作日内出具评审意见；

The General Department shall submit the appeal materials and investigation report to the Technical Committee for professional review, and the Technical Committee shall issue review opinions within 7 working days;

- 综合部结合评审意见形成申诉处理方案，5 个工作日内提交高层领导审批；

The General Department shall form an appeal handling plan in combination with the review opinions and submit it to Top Management for approval within 5 working days;

- 高层领导在 5 个工作日内作出申诉处理决定，形成《申诉处理决定书》，处理决定需在收到有效申诉材料后 1 个月内完成。

Top Management shall make an appeal handling decision within 5 working days, forming the "Appeal Handling Decision" , and the handling decision shall be completed within 1 month after receiving the valid appeal materials.

4.5 结果通知与反馈（Result Notification and Feedback）

4.5.1 综合部在收到最终处理决定后 3 个工作日内，将《投诉/争议处理决定书》或《申诉处理决定书》以书面形式（纸质文件、电子邮件）送达申投诉方及相关涉事方，由接收人签字确认或记录送达情况。

Within 3 working days after receiving the final handling decision, the General Department shall deliver the "Complaint/Dispute Handling Decision" or "Appeal Handling Decision" to the complainant/appellant and relevant involved parties in writing (paper document, e-mail), and have the recipient sign for confirmation or record the delivery status.

4.5.2 申投诉方对处理结果有异议的，应在收到处理决定书后 15 个工作日内书面告知综合部，综合部应告知其有权向国家认可机构、认证监管部门进一步申诉/投诉的权利及途径。

If the complainant/appellant has an objection to the handling result, he/she shall inform the General Department in writing within 15 working days after receiving the handling decision, and the General Department shall inform him/her of the right and channel to file a further appeal/complaint with the national accreditation body and certification supervision department.

4.6 后续跟踪与整改（Follow-up Tracking and Rectification）

4.6.1 相关业务部门需按照处理决定落实整改措施，填写《整改实施情况报告》，在规定期限内提交至综合部；综合部负责跟踪整改落实情况，确保整改到位。

Relevant business departments shall implement rectification measures in accordance with the handling decision, fill in the "Rectification Implementation Report" , and submit it to the General Department within the specified time limit; the General Department is responsible for tracking the rectification implementation to ensure the rectification is in place.

4.6.2 处理过程中产生的相关费用（如调查费、检测费等），由责任方承担，具体分摊方案经高层领导批准后执行。

Relevant expenses incurred in the handling process (such as investigation fees, testing fees, etc.) shall be borne by the responsible party, and the specific sharing plan shall be implemented after approval by Top Management.

4.7 记录管理（Record Management）

4.7.1 综合部负责将申投诉处理全过程的记录（含申请表、补正通知书、登记表、调查报告、处理决定书、整改报告、送达凭证等）进行统一归档，按文件编号规则分类存放。

The General Department is responsible for the unified filing of records throughout the complaint and appeal handling process (including application form, supplementary material notice, registration form, investigation report, handling decision, rectification report, delivery certificate, etc.), and classified storage according to the document numbering rules.

4.7.2 记录保存期限：申投诉处理相关记录保存期限不少于 5 年；涉及重大争议或法律纠纷的记录，长期保存。

Record retention period: Records related to complaint and appeal handling shall be retained for no less than 5 years; records involving major disputes or legal disputes shall be retained permanently.

4.7.3 记录的查阅、借阅需按《文件控制程序》的规定执行，内部人员借阅需填写《文件借阅登记表》，外部单位借阅需经高层领导批准。

The inspection and borrowing of records shall be carried out in accordance with the provisions of the "Document Control Procedure"; internal personnel shall fill in the "Document Borrowing Registration Form" when borrowing, and external units shall obtain Top Management's approval for borrowing.

5 质量记录表格（Quality Record Forms）

序号（No.）	记录编号（Record No.）	记录名称（Record Name）	英文名称（English Name）
1		申诉申请表	Appeal Application Form
2		投诉/争议申请表	Complaint/Dispute Application Form
3		申投诉材料补正通知书	Notice of Supplementary Materials for Complaint and Appeal
4		申投诉登记表	Complaint and Appeal Registration Form
5		申投诉调查核实报告	Complaint and Appeal Investigation and Verification Report
6		投诉/争议处理决定书	Complaint/Dispute Handling Decision
7		申诉处理决定书	Appeal Handling Decision
8		整改实施情况报告	Rectification Implementation Report