



**HOPES SAFETY**  
**CONSULTANCY LLC SPC**

# Complaint Policy

Ref: HSC|CP|2025|04|V2.0

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Registered in UAEEC No. CN-5496744

## Purpose:

The purpose of this Complaint Policy is to ensure that **Hopes Safety Consultancy LLC SPC** handles all complaints in a fair, transparent, and timely manner. This policy serves as a guideline for resolving issues effectively and is integral to maintaining trust and reliability with all stakeholders. It applies to complaints from clients, employees, business partners, and any other parties interacting with our organization.

## 2. Scope:

This policy applies to all complaints related to services, courses, interactions, and any professional dealings involving **Hopes Safety Consultancy LLC SPC**. It encompasses grievances about customer service, training programs, operational practices, and other relevant matters.

## 3. Definitions:

- A formal expression of dissatisfaction regarding the services, actions, decisions, or policies of **Hopes Safety Consultancy LLC SPC**.
- Any individual or organization submitting a complaint, including customers, employees, or third parties who engage with the company.

## 4. Principles:

- All complaints will be handled impartially and with a commitment to objectivity. We strive to address concerns without any bias or preconceptions.
- Personal details and the nature of the complaint will remain confidential unless the complainant provides explicit consent for disclosure.
- All complaints will be acknowledged promptly, investigated thoroughly, and resolved within the timeframes outlined in this policy.
- This policy is publicly available and can be easily accessed by all stakeholders. We encourage open communication to resolve any concerns effectively.

## 5. Procedure:

### **5.1 Submitting a Complaint:**

- Complaints can be submitted through various channels, including email, phone, or by completing the official complaint form available on the company's website.
- Contact Information:
  - **Email:** [hscllcorg@gmail.com](mailto:hscllcorg@gmail.com)
  - **Phone:** 0097137557120
  - **Address:** Office no 101 first floor building Abdulla Hussain Khunji zayed bin sultan st central 437 District alain po box number 8888

## 5.2 Acknowledgment:

- Upon receipt of a complaint, the complainant will receive an acknowledgment within 2 business days, confirming that their concerns are being taken seriously and will be investigated.

## 5.3 Investigation:

- The complaint will be assigned to a designated officer for a thorough investigation. The officer will gather all relevant information and engage with necessary parties to understand the situation comprehensively.
- The complainant may be contacted during the investigation process for further clarification or additional details to facilitate a better understanding of the issue.

## 5.4 Resolution:

- A resolution will be provided within 14 business days of receiving the complaint. The resolution process may involve implementing corrective actions, issuing an apology, or providing additional explanations to address the concerns raised.
- If additional time is required due to the complexity of the issue, the complainant will be informed, and regular updates will be provided.

## 5.5 Appeal Process:

- If the complainant is dissatisfied with the resolution, they may submit an appeal within 7 business days of receiving the outcome. The appeal must include reasons for dissatisfaction and any additional supporting information.
- Appeals will be reviewed by senior management to ensure fairness and impartiality. A final decision will be communicated to the complainant within 10 business days.

## 6. Monitoring and Reporting:

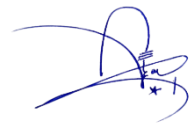
- All complaints will be logged in a centralized system for documentation and analysis. Regular reviews of complaint records will be conducted to identify trends, recurring issues, and opportunities for improvement.

## 7. Training:

- All employees will receive comprehensive training to understand the Complaint Policy, their roles in handling complaints, and the importance of maintaining professionalism and empathy during the resolution process.

## 8. Review and Updates:

- This policy will be reviewed annually to ensure its effectiveness and alignment with current regulations, industry standards, and organizational objectives. Updates will be communicated to all stakeholders promptly.



**Director**  
**Hopes Safety Consultancy LLC SPC**