



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

# ENQUIRIES & APPEALS POLICY

Ref: HSC|EAP|2025|07|V2.0

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Registered in UAEEC No. CN-5496744

## 1. Purpose:

The purpose of this policy is to ensure that learners enrolled in courses at **Hopes Safety Consultancy LLC SPC** Training Center have a clear, accessible, and fair process for raising enquiries or appeals regarding assessments, results, or other learning-related decisions. The policy underscores the organization's commitment to ensuring transparency, accountability, and learner satisfaction by providing well-defined mechanisms for addressing concerns.

## 2. Scope:

This policy applies to all learners enrolled in courses, training programs, and certifications offered by **Hopes Safety Consultancy LLC SPC** Training Center. It covers enquiries about assessments, appeals against decisions, and the resolution process for any issues impacting the learner's educational experience. This policy also applies to any decisions made by instructors, assessors, or administrative staff that learners wish to question or appeal.

## 3. Definitions:

- A request for information, clarification, or further explanation regarding an assessment, result, or learning-related process. Enquiries may also include general questions about the rationale behind a specific decision.
- A formal request to review or reconsider a specific decision related to an assessment, result, or other academic or administrative matters.
- An individual enrolled in a course, training program, or certification provided by **Hopes Safety Consultancy LLC SPC**.

## 4. Principles:

- All enquiries and appeals will be handled impartially, without bias, and with a commitment to justice for all parties involved.
- Learners will be provided with clear information about the process, timelines, and criteria for handling enquiries and appeals. Communication will be open and consistent throughout the process.
- All information related to enquiries and appeals will be treated with the utmost confidentiality. Only relevant personnel will have access to the information.
- **Hopes Safety Consultancy LLC SPC** recognizes the importance of resolving enquiries and appeals promptly to avoid unnecessary delays in the learning process.

## 5. Procedure for Enquiries:

### 5.1 Submitting an Enquiry:

- Learners may submit enquiries in writing to the course coordinator, relevant instructor, or designated administrative officer.
- Enquiries should include the learner's full name, course or program details, and a clear and concise description of the issue or question.
- Enquiries can be submitted via email to [hscilcorg@gmail.com](mailto:hscilcorg@gmail.com) or through the official form provided by **Hopes Safety Consultancy LLC SPC**.

### 5.2 Response to Enquiries:

- Enquiries will be acknowledged within 2 business days to confirm receipt.
- A detailed response or clarification will be provided within 5 business days unless further investigation is required. In such cases, the learner will be informed of the revised timeline and the reasons for the delay.

## 6. Procedure for Appeals:

### 6.1 Grounds for Appeal: Learners may appeal decisions related to:

- Assessment results that they believe were unfair or incorrect.
- Decisions affecting course completion or certification eligibility.
- Any administrative or procedural decision that they believe was handled improperly or unjustly.

### 6.2 Submitting an Appeal:

- Appeals must be submitted in writing within 10 business days of the original decision being communicated to the learner.
- Appeals should include the learner's full name, course or program details, and a detailed explanation of the grounds for the appeal. Supporting documentation or evidence should also be included, where applicable.
- Appeals must be submitted via email to [hscilcorg@gmail.com](mailto:hscilcorg@gmail.com) or through the official appeals form provided by **Hopes Safety Consultancy LLC SPC**.

### 6.3 Appeal Process:

- Appeals will be acknowledged within 2 business days of receipt to confirm they are being reviewed.
- The appeal will be reviewed by a designated Appeals Panel, which includes impartial members with relevant expertise to ensure a fair and unbiased evaluation.
- During the review process, the learner may be invited to provide additional information, documentation, or attend a hearing to explain their case in further detail.

- A final decision on the appeal will be communicated to the learner within 15 business days of receipt. If the review requires additional time, the learner will be notified of the extended timeline and the reasons for it.

## 6.4 Outcome of Appeals:

- If the appeal is upheld, **Hopes Safety Consultancy LLC SPC** will take appropriate corrective actions, which may include revising the assessment result, issuing a formal apology, or addressing procedural deficiencies.
- If the appeal is denied, the learner will receive a detailed explanation of the reasons for the decision and any further steps they may take, if applicable.

## 7. Record Keeping:

- All enquiries and appeals will be logged and documented thoroughly to maintain an accurate record of the issue and resolution.
- Records will be retained for a minimum of three years and will include the original submission, any supporting documentation, communications, and the final decision.

## 8. Monitoring and Review:

- All enquiries and appeals will be reviewed periodically to identify patterns, trends, or areas for improvement in the organization's processes.
- This policy will be reviewed annually by **Hopes Safety Consultancy LLC SPC** to ensure its continued relevance, effectiveness, and compliance with applicable laws and educational standards.

## 9. Contact Information:

For further information or assistance regarding this policy, learners may contact the relevant department:

- **Email:** [hscllcorg@gmail.com](mailto:hscllcorg@gmail.com)
- **Phone:** 0097137557120
- **Office Hours:** Monday to Friday, 9:00 AM to 5:00 PM



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