



**HOPE SAFETY
CONSULTANCY PVT LTD**

ENQUIRIES & APPEALS POLICY

Ref: HSC|EAP|2025|09|V2.0

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Policy Statement:

Hope Safety Consultancy Pvt Ltd firmly upholds the principle of learner empowerment and transparency. We believe it is essential that all learners feel supported and respected when seeking clarification or challenging decisions related to their learning journey. This policy ensures that all enquiries and appeals are addressed promptly, thoroughly, and with absolute fairness, safeguarding the integrity of our assessments and administrative processes.

Our Commitments:

- Clearly communicate the procedures and timeframes for submitting enquiries and appeals in a way that is accessible, easy to follow, and learner-friendly, helping all learners understand their rights and options.
- Ensure that every enquiry or appeal received is acknowledged quickly, handled professionally, and resolved with transparency, impartiality, and in alignment with our values of fairness and accountability.
- Conduct investigations into all appeals with thoroughness, objectivity, and due diligence, guaranteeing that learners feel their voices are genuinely heard and their concerns are treated with importance.
- Maintain comprehensive, up-to-date records of all enquiries and appeals, including timelines, communications, decisions, and follow-up actions, to support transparency and auditing processes.
- Use the insights and feedback received through the enquiry and appeals process to identify opportunities for improving assessment practices, training delivery, and operational efficiency across the organization.

Objectives:

- Promote a supportive learning environment where learners feel safe, confident, and encouraged to express concerns, raise queries, or challenge decisions they feel may be incorrect or unfair.
- Uphold high standards of fairness, impartiality, and transparency in every stage of the assessment process, from submission and grading to feedback and certification.
- Provide all stakeholders with comprehensive guidance and support to effectively navigate the enquiries and appeals procedures, minimizing confusion and maximizing efficiency.
- Develop a responsive system that continuously learns from feedback and evolves to meet the expectations and needs of learners, assessors, and regulators.

Responsibilities:

- **Management:** Take overall responsibility for overseeing the fairness, effectiveness, and timely resolution of all enquiries and appeals, ensuring adequate resources and policy enforcement are in place.
- **Assessors & IQAs:** Provide transparent, evidence-based explanations for assessment decisions, respond promptly to concerns, and collaborate fully in the appeals process to ensure credible outcomes.
- **Enquiries & Appeals Officer:** Serve as the key coordinator for managing appeals, ensuring impartial investigations, consistent communication, accurate documentation, and learner support throughout the process.
- **Learners:** Engage with the process respectfully by submitting clear, well-supported enquiries and appeals within established timeframes, and cooperate actively during any investigations or follow-up procedures.

Procedures for Enquiries & Appeals:

1. Learners must submit their enquiry or appeal in writing—via email, printed form, or official portal—providing detailed information on the nature of the concern, supporting evidence, and any relevant background.
2. The Appeals Officer will acknowledge receipt of the enquiry or appeal within 48 hours, confirming that the process has been initiated and outlining next steps.
3. A fair, unbiased, and comprehensive investigation will begin within 5 working days, involving a review of evidence, input from relevant staff, and consultation with the learner where necessary.
4. A formal decision will be issued within 10–15 working days, summarizing the findings, rationale, and any corrective actions to be taken or recommendations for future improvement.
5. All correspondence, documents, findings, and decisions related to the enquiry or appeal will be securely stored and reviewed periodically for quality assurance and continuous improvement.

Continuous Improvement:

- Conduct routine reviews of the enquiries and appeals framework to ensure compliance with awarding body requirements, legal standards, and learner expectations.
- Provide staff development sessions and training workshops to build capacity in handling appeals professionally and compassionately, ensuring consistency and quality across the organization.

Communication:

- Communicate this policy regularly and effectively to all staff, learners, and relevant third parties through induction programs, training sessions, and onboarding materials.
- Ensure visible display of this policy in training centers, classrooms, and office areas to promote awareness and encourage learners to exercise their right to appeal.
- Publish this policy in a downloadable format on our official website (<https://hscpk.org>), allowing for transparent and easy access by all stakeholders at any time.

Hope Safety Consultancy Pvt Ltd affirms its unwavering commitment to fairness, integrity, and continuous improvement. We believe that a strong, transparent, and responsive enquiries and appeals process is key to building trust and excellence in education and training.



Director
Hope Safety Consultancy Pvt Ltd