



INFORMATION BULLETIN 2019-15

Issue 01

Date of Issue: 28 November 2019

SUBJECT:

PROMOTING SAFETY CULTURE: APPEAL AND RECONSIDERATION MECHANISMS

REFERENCE PUBLICATIONS:

SSP Document

INFORMATION BULLETIN 2019-06 will be cancelled by this IB

REASON:

As per it UAE State Safety Policy and UAE Enforcement Policy (contained in SSP Document), UAE is committed to build and maintain a positive safety culture at State's level that would enable an effective SSP implementation.

This IB is issued to inform Industry and Aviation Professions holding a Licence about a new major milestone towards our mission to promote safety culture: the establishment of appeal and reconsideration mechanisms.

INFORMATION TOPICS:

Topic No. 1: Appeal mechanism:

This mechanism allow applicant (individual /organization) who feels aggrieved by a decision made by the GCAA, has the right to lodge an appeal request.

The scope of appeal covers the following decisions taken by the GCAA:

- Deny the issuance of a license, certificate (other than medical certificate), approval or authorization;
- Suspend or revoke or limit a license, certificate (other than medical certificate), approval or authorization;
- Issue a warning letter against the applicant.

Topic No. 2: Reconsideration mechanism:

This mechanism is designed only for a Medical Certificate

Reconsideration allow applicant (individual) who feels aggrieved by a decision made by the GCAA or GCAA AME has the right to lodge a reconsideration request.

The scope of reconsideration covers the following decisions taken by the GCAA:

- Deny the issuance, revalidation or renewal of a Medical certificate Suspend or revoke or limit a Medical certificate
- Issue a warning letter against the applicant.



APPLICATION:

Appeal process:

Appeal to the GCAA shall not be accepted unless a request is lodged by the concerned person, no later than 30 days from the notification date of the decision taken by GCAA. This request must be sent to decision@gcaa.gov.ae

The request shall contain:

- a) Copy of the initial decision for which appeal is requested;
- b) Reason for appeal of the initial decision with any additional information that could support that the initial decision was inappropriate.

The GCAA does not collect any fees for this process. The assessment period for an appeal period is 3 months or otherwise communicated to the requester.

An Appeal request can only be submitted one time. (i.e. further appeal requests for the same case shall not be accepted once an appeal decision is made).

Reconsideration process:

Reconsideration to the GCAA shall not be accepted unless a request is lodged by the concerned person, no later than 30 days from the notification date of the decision taken by GCAA AME or GCAA. This request must be sent to Reconsideration.MC@gcaa.gov.ae

The request shall contain:

- c) Copy of the initial decision for which reconsideration is requested;
- d) Reason for reconsideration of the initial decision with any additional information that could support that the initial decision was inappropriate.

The GCAA does not collect any fees for this process. The assessment period for a reconsideration period is 3 months or otherwise communicated to the requester.

A reconsideration request can only be submitted one time. (i.e. further reconsideration requests for the same case shall not be accepted once a reconsideration decision is made).