



# Submit Complaints and Feedback

## About the Service

This service allows customers to submit their complaints and feedback on various topics related to the services provided by the MOHAP, staff, service provision methods, the work environment, etc. The complaints/feedback usually result from the failure to obtain a required service, non-compliance with the standards, or employee conduct. MOHAP assesses each complaint and takes the appropriate action

## Service Process

- The customer submits his/her complaint or feedback through one of the available channels
- The concerned department will be determined and the adequacy of the information will be verified. If necessary, The complainant will be contacted for further details
- The validity of the complaint will be ascertained and the customer will be notified of receipt of his/her complaint
- The complaint will be evaluated and the complainant will be notified with the proposed solution
- Should the solution be to the satisfaction of the customer, the complaint will be considered resolved. Appropriate short and long-term actions will be established to ensure that the same complaint will not be repeated
- Should the complainant not be satisfied with the proposed solution, he/she may file an appeal and transfer it to the higher authorities at MOHAP

## Required Documents

- The following information must be provided: Customer name Customer contact number or email address. Complaint/feedback with all the details when using email, website, live chat or social media channels

## Conditions & Requirements

1. Complaints/feedback must be related to the MOHAP scope of work. Complaints/feedback out of MOHAP's scope of work will not be answered and the customer will be directed to the entity concerned
2. MOHAP is committed to maintaining the confidentiality of information provided by customers

## Service completion duration

- Urgent complaints: within 1 working day
- Normal complaints: within 5 working days
- Complex complaints: within 14 working days

## Service fees

## Service channels

## Service locations

- MOHAP Website: [www.mohap.gov.ae](http://www.mohap.gov.ae)
- MOHAP Smart App

- Email: [info@mohap.gov.ae](mailto:info@mohap.gov.ae)

## Support

- Email: [info@mohap.gov.ae](mailto:info@mohap.gov.ae)
- Call Center: 80011111

## Payment channels

- None - Service is free

## Target audience

- The service is available for all customers

## Resources

- [User Manual](#)
- [Infographic - Submit Complaints and Feedback - PDF 366KB](#)

## Department name

Customer Happiness

## Sector name

Support Services

## Main service

Customer Care

## Service Code

110-49-002-000

## Service Classification

Transactional

## Sub Service Type

Variation

## Service Type

Government to Business - Government to Customer

## Related Services

- This service is not linked to any other services

## **Service Bundle**

This service is not linked to any bundles

## **Notes**

Complaints/ feedback must be related to the MOHAP scope of work

## **Sustainable Goals**

Good Health And Well-Being