

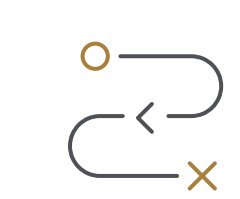


Submit Complaints and Feedback

This service enables 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.

 Department name Customer Happiness	 Sector Support Services	 Main Service Customer Care	 Service Code 110-49-002-000
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 Service Classification Transactional	 Variation / Auxiliary Variation	 Service Type Government to Business Government to Customer
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Service Process

- 01 The customer submits his/her complaint or feedback through one of the available channels.
- 02 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.
- 03 The validity of the complaint will be ascertained and the customer will be notified of receipt of his/her complaint.
- 04 The complaint will be evaluated and the complainant will be notified with the proposed solution.
- 05 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.
- 06 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 should 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



Requirements & Conditions

- 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.
- MOHAP is committed to maintaining the confidentiality of information provided by customers.

Service Channels



MOHAP Website: www.mohap.gov.ae



MOHAP Smart App

Resources

- User Manual

FAQs

None.



Average Service Time

Urgent complaints:
Within 1 working day

Normal complaints:
Within 5 working days

Complex complaints:
Within 14 working days



Payment channels

None - The service is free



Target Audience

The service is available for all customers



Service Locations

- MOHAP website
www.mohap.gov.ae
- MOHAP Smart App



Related Services

This service is not linked to any other services



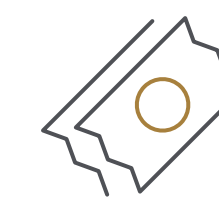
Service Bundle

This service is not linked to any bundles



Contact Details

Email
info@mohap.gov.ae
Call Center
80011111



Service Fees

Free

Sustainable Development Goals



Notes

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