



Customer Service – Submit Complaints and Feedback

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



Main service

Customer Care



Service code

110-49-002-000



Service classification

- Government to customer
- Government to business



Service type

Transactional

Service process

- 1 The customer submits his/her complaint or feedback through one of the available channels
- 2 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
- 3 The validity of the complaint will be ascertained and the customer will be notified of receipt of his/her complaint



Service completion duration

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



Payment channels

None - service is free



Target audience

The service is available for all customers



Service locations

MOHAP Website:
www.mohap.gov.ae
MOHAP Smart App
Email: info@mohap.gov.ae



Support

Email: info@mohap.gov.ae
Call Center: 80011111



Service fees

Free



SDGs Goals



- 4 The complaint will be evaluated and the complainant will be notified with the proposed solution
- 5 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
- 6 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

1. 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 and requirements

- 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

1. MOHAP website: www.mohap.gov.ae
2. MOHAP smart app

Resources

- [User Manual-800.pdf](#)
- [Infographic - Submit Complaints and Feedback - 366KB.pdf](#)