Complaints Handling Flowchart

Customer files a complaint via – website, mails, telephone, and personal visit

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Compliance officer/Relevant staff is notified

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Acknowledge complainant the receipt of complaints, logging of complaints & notify the approximate time of resolution.

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Complaints are updated into Complaints record.

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Complaints classified and assigned to concerned person for revision and evaluation. → Additional/Further information requirement Intimated to customer → Action taken/complaints resolved. Intimated to complainant.

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Customer Satisfied
- Yes → End of Proces
- No → Escalated to Compliance officer/ relevant manager

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Is the escalation reasonable?
- No → No, further action taken; complaint is Intimated.
- Yes → Complaints officer/Relevant manager investigates the complaints & takes further action → Residents in Dubai can lodge complaints through a new online system's website launched by DHA https://www.isahd.ae/Home/Ipromes

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Resolution of complaints communicated to the client.