



Policy of Complaints, Suggestions and Compliments

Courts Department gives due attention to complaints, suggestions and compliments provided by customers as it is considered an opportunity to improve the quality of services in line with the vision of the Department to provide a leading justice for a happy society. This policy leads to open channels to submit, deal with and set the period to handle complaints, suggestions and compliments.

• General Definitions:

- **Complaint:** It is a manner to achieve the customers' needs and listen to their views whereas the customers shall, orally, in-written or by any mean or channel of submitting the complaint, express their dissatisfaction with the services, products, processes, procedures, employee's attitude and the manner of providing the service expectedly.
- **Suggestion:** It is an innovative idea submitted by any customer to develop procedures or the manners of submission.
- **Compliment:** It is to thank any of Courts Department staff by a customer for a service or an attitude.

• Channels available to submit complaints, suggestions and compliments



07-2070111
EXT 333



Attend in Personal



Website of Courts Department
(Communication with General
Manager) or click on Complaints
Button on www.courts.rak.ae



Email
www.info@courts.rak.ae



RAK Government E-complaints
System RAK Government Gateway
E-complaints
www.rak.ae

Steps and mechanism of handling complaints

- 1- Customer submits the complaints on any of the abovementioned channels whereon required data and contact numbers must be stated.
- 2- Complaint shall be recorded in the relevant system.
- 3- Customer shall receive confirmation and thanking of receiving complaint.
- 4- A specialized team shall check the complaint by contacting the applicant and the employee or the administration complained against, if needed.
- 5- Necessary action and procedures shall be taken should the complaint be established pursuant to law and regulations applicable in the Department.
- 6- Complaint resolution shall be approved and the customer shall be informed of the same by phone call and SMS containing a survey of satisfaction level in case the complaint was submitted on Courts Department website.
- 7- Necessary procedures shall be taken as per the methodology followed by complaints administration in Courts Department in case of dissatisfaction with the solution.
- 8- All complaints shall be liable to periodical review, analysis, study, taking necessary action and report the same to higher administration.

Note: Judicial complaints shall be dealt by the Office of Judicial Inspection pursuant to specific procedures



• Time limit expected handle complaints

Dealing with complaint	Urgent Complaint	Normal Complaint	Complicated Complaint	Judicial Complaint
Receiving Complaint	At Once			
Handling Complaint	24 hours within working days	3 working days	15 working days	When receiving a reply from the Office of Judicial Inspection

• Channels available for making suggestions



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Steps and mechanism of handling

- 1- Customer submits the suggestion on any of the abovementioned channels whereon required data and contact numbers must be stated.
- 2- Suggestion shall be recorded in the relevant system.
- 3- Customer shall receive confirmation and thanking of receiving suggestion.
- 4- Customer shall be contacted by phone and, if required, obtaining additional details on the suggestion.
- 5- Suggestion shall be referred to higher administration to study its application.
- 6- Suggestion shall be received at once and be processed pursuant to the action plan set by the authorized team.

• Channels available for making Compliment



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Steps and mechanism of handling compliments

- 1- Customer submits the compliments on any of the abovementioned channels whereon required data and contact numbers must be stated.
- 2- Compliments shall be recorded in the relevant system.
- 3- Customer shall receive confirmation of informing the employee and administration thereof of compliments.
- 4- Employees shall be honored pursuant to the approved mechanism of honor in Courts Department.
- 5- Compliments shall be received at once and concerned people shall be informed of the same within working days.