



Comments & Suggestions Policy

Ras Al Khaimah Courts Department pays attention to all complaints and suggestions presented by the customers and deems the same as an opportunity to improve quality of services provided thereby and response to expectations of various categories of customers and in harmony with the Department's vision, namely "Pioneer Justice For Happy Community". This policy aims at indicating channels to submit complaints and suggestions and mechanism of dealing therewith and expected time period to complete them.

| General Definitions

Comment (Complaint):

It is a means to meet the needs of customers and hear their opinions, where customer expresses his dissatisfaction with the outcome of services, products, processes, procedures, employee's behavior or method of providing the service by the expected way. This shall be either verbally, in writing or by one of the methods or channels to submit the complaint.

Suggestion:

Innovative idea submitted by a customer in order to develop the procedures or way of providing the same.

| Available channels to submit complaints

Phone

07-2070111

Ext. No. 333

e-mail

info@courts.rak.ae

RAK Courts Website

Press (Complaint Icon)

www.courts.rak.ae

The Official Portal of the Ras Al Khaimah
Government.

Click on the Public Services Icon
(e-Complaint)

www.rak.ae

Appear personally at Service Centre

before Centre Manager, Receptionist or

Customer Happiness Staff



Steps & Mechanism of Dealing with Complaints

- 1 Customer shall submit complaint via the abovementioned channels with the necessity to mention the required details and contact numbers.
- 2 Complaint shall be registered in the dedicated system.
- 3 Customer shall receive confirmation of receiving the complaint and thank him.
- 4 A specialized team shall consider the complaint through communicating with the complainant, employee or department where complain submitted against.
- 5 If it turned out that the complaint is true, necessary procedures shall be taken according to applicable systems and laws in the Department.
- 6 Solution of the complaint shall be approved and communicated to the Complainant via phone call.
- 7 Necessary procedures shall be taken according to Complaint Management Methodology applied in Courts Department in case of dissatisfaction with the solution.
- 8 All complaints shall be regularly reviewed, analyzed and considered and necessary measures shall be taken and the same shall be reported to higher management.

Remark: -Judicial complaints shall be addressed through Judicial Inspection Office according to specific procedures.

Expected Duration to Address Complaint

Deal with Complaints	Urgent Complaints	Normal Complaints	Complicated Complaints	Judicial Complaints
Receive Complaint	Same Time			
Proceed with Complaint	24 hours during working days	3 working days	15 working days	Upon receiving reply from Judicial Inspection Office



| Available Channels for Suggestions

The Official Portal of Ras Al Khaimah Government.
Click on the Public Services Icon (Suggestions)
www.rak.ae

Courts Department Website
Or Press (Suggestions Icon)
www.courts.rak.ae

Appear personally at Service Centre before Centre Manager, Receptionist or Customer Happiness Staff

| Steps & Mechanism of Dealing with Suggestions

1 Customer shall submit suggestion via the abovementioned channels with the necessity to mention the required details and contact numbers.

2 Suggestion shall be registered in the dedicated system.

3 Customer shall receive confirmation of receiving the suggestion and thank him.

4 Customer shall be communicated if additional details for the suggestion are required.

5 Suggestion shall be referred to concerned department to consider applicability thereof.

6 Suggestion shall be received and processed at the same time according to work plan developed by the assigned team.