

# EJADAH CUSTOMER COMPLAINTS HANDLING POLICY

EJADAH provides essential services to customers in the UAE. Ejadah is committed to excellence in quality and exceeding customer expectations. Customer satisfaction is our goal, and at the heart of everything we do. The Top Management of the organization, believe that a comprehensive customer-focused Complaints-Handling management system is essential, to achieve and exceed customer expectations, and we fully endorse the customer-focused Complaints-Handling Policy.

- The Top management will show leadership and commitment, and accept responsibility for establishing, implementing, integrating, reviewing, and maintaining the effectiveness of customer complaints handling policy and framework, in alignment with Quality Management System.
- We have established a customer-focused Complaints-Handling management system which provides a framework for measuring and improving our performance. We have established detailed procedures that guide our dedicated customer support personnel in resolving complaints, consistently, efficiently, and effectively.
- We will comply with applicable legislative, regulatory, and organizational requirements to constantly improve the services and processes we manage and implement.
- We are committed to providing our customers with services that meet, satisfy, and exceed their expectations. We value customer feedback, analyze complaints, identify trends, and continually enhance our products/services for overall customer experience. We will listen, understand concerns, and diligently provide solutions that exceed customer expectations.
- We pledge to acknowledge customer complaints promptly and work diligently to resolve them within a reasonable timeframe.
- The Complaints-Handling Policy is transparent, accessible and will be made available to interested parties as required. We are dedicated to improving our complaints-handling process continually.
- Through direction and support, each employee will understand the importance of the Complaints-Handling function, their responsibility in contributing to its effectiveness, and how it is relevant to the success of the organization.
- Every employee is responsible for, and will be trained to, enhance their competencies, and show continual improvement when performing their duties promptly, professionally, and actively support the established resolution process.
- We will establish, monitor, evaluate and improve our operational performance by setting SMART objectives and targets through Complaints Handling Objectives. These objectives will address the risks and opportunities within the organization as determined by the management team.
- We are committed to customer satisfaction and continuous improvement of our complaints-handling process, ensuring each complaint is handled objectively in a fair and impartial manner.
- We are committed to protecting the information received from the customers and maintaining confidentiality and non-disclosure. We guarantee the integrity, validity, and accuracy of the information communicated.
- We encourage customers to understand their rights, and our commitment empowers them as our valued customer. Providing customers with easy access and a point of contact to lodge a complaint is a fundamental element of our overall complaint policy.
- This Policy aligns with and adheres to the ISO 9001:2015, ISO 10001:2018 and 10002:2018 standard requirements and will be reviewed periodically to ensure its effectiveness and continued relevance.
- Compliance with this policy is mandatory for all Ejadah employees.

EJADAH CEO

### **Lodgment of Complaints**

**We highly value your feedback and are dedicated to facilitating a smooth process for addressing your concerns. Customer feedback or complaints can be easily submitted through our official website or by utilizing any of the following communication channels:**

- **Phone:** Reach out to us at 800 5465 and 800247 (Shabaka)
  - **Email:** Drop us a message at [assist@ejadah.ae](mailto:assist@ejadah.ae) and [assist@shabaka.ae](mailto:assist@shabaka.ae)
- For matters requiring urgent attention, please email [appellate@ejadah.ae](mailto:appellate@ejadah.ae)**

**Upon receipt, complaints will be promptly acknowledged, and customers will be furnished with a unique reference number. This reference number serves as a tool for tracking the progress of your complaint, ensuring transparency, and keeping you informed at every step of the resolution process.**

**Customer satisfaction is our utmost priority, and we sincerely appreciate our customers' active involvement in assisting us with the ongoing enhancement of our services.**

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