

# **Submit Suggestions**

## **About the Service**

This service enables customers to submit their suggestions and ideas on various aspects related to EHS's scope of work, including the services provided, services provision methods, the work environment, or the employees. EHS studies and evaluate these suggestions and responds to the customers.

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## **Service Process**

- The customer submits his/her suggestion through the available channels
- The suggestion is assessed, classified, and submitted to the specialized business entity. The customer might be contacted for further details
- The suggestion is investigated; then the customer will be informed of any decisions
- If the suggestion is accepted, an implementation plan is created
- The best suggestions that are implemented are recognized and honored

## **Required Documents**

- The required information includes: Customer nameCustomer contact number or email addressThe suggestion details when using email, website, live chat or social media channels

## **Conditions & Requirements**

1. There are no conditions/requirements for submitting suggestions by customers
2. Suggestions shall be related to the EHS scope of work. For suggestions/ideas out of EHS scope, the customer will be directed to the entity concerned
3. EHS is committed to maintaining the confidentiality of information submitted by customers

## **Service completion duration**

- Within 14 working days

## **Service Fees**

Free

## **Service channels**

Service Delivery Centers

Call Center

Email

EHS Website

Live Chat

Social Media Channels

## **Service locations**

- Call Center: 8008877
- Healthcare Facilities in the UAE available through the following links: <https://www.ehs.gov.ae/ar/services/health-care-facilities>
- Email: [feedback@ehs.gov.ae](mailto:feedback@ehs.gov.ae)
- EHS website
- Live Chat available through the website
- EHS social media channels

## **Target audience**

- The service is available for all categories of customers

## **Department name**

Customer Happiness Department

## **Sector name**

Finance & Support Services Sector

## **Main Service**

Customer Care

## **Service Code**

400-35-001-000

## **Service Type**

Transactional

## **Sub Service Type**

Variation

## **Service Classification**

Good Health And Well-Being