

Submit Complaints and Feedback

About the Service

This service enables customers to submit their complaints and feedback on various topics related to the services provided by EHS, staff, service provision methods, the work environment, etc. The complaints/feedback usually come as a result of failure to obtain a required service, non-compliance with the standards, or employees' behavior. EHS evaluates each complaint and takes the appropriate action.

Service Process

- The complaint or observation must be submitted through one of the available channels.
- The competent authority is determined and the information provided is ensured. The complainant is contacted to obtain more details.
- The validity of the complaint is verified, the customer is informed of receipt of their complaint, and the complaint is forwarded to the competent authority.
- The complaint is studied, and the complainant is informed of the proposed solution.
- If the customer agrees to the solution, the complaint is closed, and appropriate short-term and long-term measures are taken to ensure the complaint is not repeated.
- If the complainant is dissatisfied with the proposed solution, they may file a grievance against the complaint.

Required Documents

- Valid Emirates ID

Conditions & Requirements

1. Complain submitted are limited to those related to the scope of work of the Emirates Health Services Corporation. The Corporation is committed to maintaining the confidentiality of the information provided by the customer. Personal information (Valid Emirates ID - email - Contact number) Text of the complaint and details.

Service completion duration

- - Urgent complaints: within 1 working day
 - Normal complaints: within 5 working days
 - Complex complaints: within 15 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
- Service Provision Centers in the UAE available through the following links: [Health Care Facilities](#)
- Email: info@ehs.gov.ae
- EHS Website: www.ehs.gov.ae
- Live Chat available through website
- EHS social media channels
- Electronic chat is available via the website.

Target audience

- All categories of customers.

Department name

Customer Happiness Department

Sector name

Finance & Support Services Sector

Main Service

Customer Care

Service Code

400-35-002-000

Service Type

Transactional

Sub Service Type

Variation

Service Classification

Good Health And Well-Being