

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 the EHS, staff, service provision methods, the work environment, etc. The complaints/feedback usually result from the failure to obtain a required service, non-compliance with the standards, or employee conducts. EHS assesses each complaint and takes the appropriate action.

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Service Process

- The customer submits his/her complaint or feedback through one of the available channels
- The concerned department and the adequacy of the information will be determined. The complainant will be contacted for further details if necessary
- The validity of the complaint will be ascertained and the customer will be notified of receipt of his/her complaint
- The complaint will be evaluated and the complainant will be notified with the proposed solution
- Should the solution be to the satisfaction of the customer, the complaint will be considered resolved. Appropriate short and long-term actions will be established to ensure that the same complaint will not be repeated
- Should the complainant not be satisfied with the proposed solution, he/she may file an appeal and transfer it to the higher authorities at EHS

Service Fees

Free