**Statement of intent:**

Feedback, both positive and negative, is essential in order to provide quality services that meet internal / external customer needs. Therefore complaints will be responded to as a matter of priority and will be used as a mechanism for improving services to UAEU students, faculty, staff & Khadamat’s internal customers.

1. **Commendations**
2. **Definition**

Commendations or expressions of appreciation are defined as written comments to any member of Khadamat which highlights satisfaction with service provision or policy.

1. **Scope**

This is applicable to all external complaints received via the Service Desk Department and via other KFM Departments.

1. **Logging a commendation**

A commendation can be logged using any of the following methods:

* Filling out the Complaints web form at [www.khadamat.ae](http://www.khadamat.ae)
* A written letter addressed to the Service Desk
* A telephone call to the Service Desk at 03-713 8000

1. **Documentation & Reporting**

* Recording – All commendations received will be forwarded on to the relevant department or staff member and a copy will be recorded on the system.
* Reporting - The Khadamat Service Desk will maintain a system log of all commendations received and this data will be reported in the Customer Commendations and Complaints section of the Al Hikma monthly report

1. **Complaints**
2. **Objectives**

The objectives of the complaint management framework are to:

* Promote customer confidence in Khadamat’s commitment to service delivery and effective complaint handling
* Identify opportunities to improve performance through the collection and analysis of complaint information, and provide a single framework for Commendations and Complaints management across Khadamat.
* Enhance the capability of staff to manage and resolve customer complaints in a fair, efficient and consistent manner

1. **Definition**

A complaint is an expression of concern, dissatisfaction or frustration with the quality or timeliness of the delivery of a service, the application of the methodology or the conduct of the staff.

Examples:-

* A request not actioned within the pre-defined Service Response / Rectification Time and prior notice has not been provided to the requestor.
* Staff - misconduct or criminal activity
* Breach of Safety / Security protocol

1. **Scope**

This is applicable to all external complaints received via the Service Desk Department and via other KFM Departments.

1. **Our Approach**

* Commitment – The Khadamat Service Desk has put in place an effective complaints handling process which reflects the needs, rights and expectations of complainants and deals with complaints in a fair, efficient and timely manner.
* Responsiveness – The Khadamat Service Desk will deal with all complaints in a prompt and courteous manner. Complaints will be acknowledged within 3 days of receipt after which we will strive to resolve all complaints within 5 working days.
* Privacy and Confidentiality – All information collected by the Khadamat Service Desk in regards to a complaint will be handled with confidentiality and will only be used for the purpose of investigation and reporting.
* Accountability & Reporting – The Khadamat Service Desk will maintain a system log of all complaints received and this data will be reported in the Customer Commendations and Complaints section of the monthly report. Regular reviews of the complaints management process will be undertaken to address deficiencies which have been noted. Complaint trends will be reviewed on a regular basis and action will be taken to improve processes where recurring issues are noted.
* Resources – Adequately skilled staff will manage customer complaints. All Khadamat Service Desk staff involved in this process will have a thorough understanding of the Complaints management workflow.
* Escalation and Access – A defined escalation matrix will be followed. All complaints procedures will be available to UAEU faculty & staff and internal customers.

1. **Responsibility**

* Service Desk Supervisor– acknowledgement, documentation, follow up & reporting
* Department Point of Contact – complaint resolution, customer communication & root cause analysis
* Supervisors and Line Managers – Managing escalations, process monitoring and suggestions for Continuous Improvement

1. **Logging a Complaint**

A complaint can be logged using any of the following methods:

* Filling out the Complaints web form at [www.khadamat.ae](http://www.khadamat.ae)
* A written letter addressed to the Service Desk
* A telephone call to the Service Desk at 03-713 8000

1. **Communication Strategy**

* Upon receipt of Complaint the Service Desk Supervisor will send an email to the relevant department’s Investigation Officer with the completed Complaints form (with SD Coordinator’s additional comment or information if required) within 3 days of complaint receipt
* Investigation officer will forward the investigation details and resolution (using the Complaint Investigation Form) to the Service Desk Supervisor within 3 working days after receipt of complaint details from the Service Desk.
* Unresolved complaints beyond 3 working days will be escalated based on the escalation matrix. (SD Complaints Escalation Matrix)

1. **Follow Up Mechanism**

* Service desk will email relevant department’s Investigation Officers outstanding complaints on a weekly basis.
* Investigation officers will update Service Desk in writing that the complaint needs to be escalated for further investigation.

1. **Documentation and Reporting**

* All complaints received will be entered in FM Easy and will be given a corresponding unique UHRN. The UHRN can be used to track a complaint.
* Recording – All commendations received will be forwarded on to the relevant department or staff member and a copy will be recorded on the system.
* Reporting - The Khadamat Service Desk will maintain a system log of all commendations received and this data will be reported in the Customer Commendations and Complaints section of the Al Hikma monthly report
* All correspondence with the customer and within KFM departments will be attached to FM Easy and uploaded to the server. Relevant Investigation Officer/Supervisor/Line Managers will be given access these reports.
* Trend Analysis Report is generated every quarter to assist in risk assessments and improvements in service delivery for continuous improvement.