

Legal Bulletin

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Abu Dhabi Government Employees Equipped with Guidebook to Manage Complaints

The Abu Dhabi Executive Council has issued a handbook to help employees in over 40 government entities manage customer complaints and suggestions.

Drawing from experiences of a group of employees, the handbook is set to work as a guideline for those all government employees in developing a customer service program.

“The handbook provides the required criteria to develop complaints, suggestions and positive feedback procedures, enabling government entities to achieve

excellence in meeting the customers’ needs,” said Dr Yasir Alnaqbi, director of the Office of the Abu Dhabi Excellence Program of the General Secretariat of the Executive Council.

The Handbook provides a guide to identifying complaints and suggestions and will provide the employee with details on how to go about resolving the issue, including setting a required timeframe for the resolution of such complaints.

Mr Alnaqbi explained that that complaints, suggestions and positive feedback mechanism is collected in order to further improve the customers experience through trial and error.

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