Complaint Handling Guidance

1. Introduction

This guide aims to clarify the mechanism for receiving and handling complaints through an integrated and unified system to provide support to service beneficiaries and enhance their satisfaction with the processing of complaints and requests. It also includes an expected resolution timeframe and the approved escalation procedures.

2. Complaint Handling Mechanism

Support, assistance, and empowerment are provided to beneficiaries through various communication channels. The system ensures interaction and responsiveness to messages, requests, and complaints submitted by beneficiaries via these channels. Best practices and measures are applied to resolve complaints within the specified timeframe.

2.1. Complaint Submission Channels

Channel	Service Availability	Average Response Time
Unified number within Saudi Arabia: 920020405	24/7	Immediate
Unified number outside Saudi Arabia: +966920020405	24/7	Immediate
Email: HD@absher.sa	24/7	1 Business Day
Contact us through Platform X	24/7	Immediate

2.2. Complaint Handling Process

2.2.1. Receiving the Complaint

- Submit a complaint request through available complaint submission channels:
    - Register the complaint by the beneficiary via the available communication methods.

- The beneficiary will be notified of the complaint number through the platform's approved notification channels.

2.2.2. Responding to the Complaint

- The data will be reviewed, the complaint will be verified, and a preliminary evaluation of the complaint will be conducted.
- The beneficiary will be contacted if additional information or verification of certain required data is needed.

2.2.3. Resolving the Complaint

- The complaint will be processed within the specified timeframes.
- The beneficiary will be notified of the resolution outcome through the platform's approved notification channels.

2.2.4. Closing the Complaint

- The complaint will be closed, and the beneficiary will be notified via a text message.
- The beneficiary can contact the communication channels and reopen the complaint within three business days of receiving the resolution notification.

3. The Expected Timeframe for Processing Reports and Complaints

Channel	Request Type	Service Availability	Expected Response Time	Average Processing Time
Unified number	Inquiry	24/7	Immediate	Immediate
Email	Inquiry	24/7	1 Business Day	1 Business Day
Contact Us form	Inquiry	24/7	1 Business Day	1 Business Day
Unified number	Complaint	24/7	Immediate	5 Business Days
Email	Complaint	24/7	1 Business Day	5 Business Days
Contact Us form	Complaint	24/7	1 Business Day	5 Business Days
Unified number	Suggestion	24/7	Immediate	Dependent on study and feasibility
Email	Suggestion	24/7	1 Business Day	Dependent on study and feasibility
Contact Us form	Suggestion	24/7	1 Business Day	Dependent on study and feasibility

4. Escalation

4.1. Escalation Cases

- Exceeding the expected timeframe for resolving the complaint.
- Receiving a resolution message without the complaint being resolved.
- Inability to submit a complaint through the communication channels.

4.2. Escalation Mechanism

Escalation is carried out based on the escalation cases mentioned in Section 1.4 through email.

Escalation Levels	Contact Details
First Level	HD@absher.sa
Second Level	Electronic Services > My Services > General Services > Contact Us
	Select Sector: Absher Technical Support, Select Service: Follow Up on Complaints

First Level of Escalation: Escalation to this level is conducted based on the escalation cases outlined in this document.
Second Level of Escalation: Escalation to this level occurs after five (5) business days if the complaint has not been resolved following the first-level escalation.

5. Frequently Asked Questions

- **What is the expected timeframe for processing a complaint?**
  According to Table 2, "The Expected Timeframe for Processing Reports and Complaints," and business days for processing are counted from Sunday to Thursday on official working days.
- **What is the timeframe for submitting required data/documents upon receiving a notification?**
  Beneficiaries must provide the required data/documents within a maximum of 3 days from receiving the notification to avoid the complaint being closed.
- **How can beneficiaries submit the required documents upon receiving a notification?**
  Documents can be sent via email to **HD@absher.sa**, with the complaint number included in the email subject line.
- **How can beneficiaries share a screenshot of the technical issue they are facing?**

Screenshots can be sent via email to **HD@absher.sa**, with the complaint number included in the email subject line.

- **What happens if the beneficiary is contacted but does not respond?**
  If the beneficiary does not respond when contacted, a notification will be sent via SMS to the registered mobile number. Beneficiaries can reconnect within a maximum of 3 days to avoid the complaint being closed.
- **How can beneficiaries track their complaints?**
  Beneficiaries will receive the complaint request number via SMS on their registered mobile number. They will also be notified of the resolution result via SMS. Complaints can be tracked through the available communication channels.
- **What is the procedure if a case requires resolution within a timeframe shorter than the expected processing period?**
  Every effort will be made to resolve the complaint within a shorter period. However, beneficiaries should consider the specified timeframes for service levels and related procedures when managing complaints.

Updates	Dates
Date of publication of the Complaints Handling Guide	01/03/2023
Date of the latest update to the Complaints Handling Guide	29/04/2024