# Complaints Receipt Guide

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**Version (01)**

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## Introduction

This Guide aims to clarify the process of receiving and addressing complaints through an integrated and unified system, designed to support and assist beneficiaries of provided services and enhance their satisfaction with complaint handling and request resolution process. Furthermore, this Guide outlines expected timeframes for resolution as well as approved escalation cases and mechanisms.

## 1. Complaint Receipt and Handling Mechanism

The Platform offers various communication channels to provide support, empowerment, and assistance to beneficiaries. Furthermore, it is committed to engaging with and responding to messages, requests, and complaints received through these channels, and strives to implement best measures and procedures to address them within specified timeframes.

### 1.1 Complaint Receipt Channels

| Channel | Service Availability | Average Response Time |
|---|---|---|
| Unified Contact Number: 19990 | 7/24 | 20 seconds |
| Contact Us Form on Etimad platform **https://portal.etimad.sa/ar-sa/aboutetimad/contactuscrm** | 7/24 | Instant |
| Email: **(ecare@etimad.sa)** | 7/24 | 1 Business Day |
| Sign Language Support | 7/24 | 20 seconds |
| Social Media Channels<br>X (Formerly Twitter): **@etimadsa** | Saturday to Thursday (8 AM - 10 PM)<br>Fridays (1 PM - 9 PM) | 15 minutes |

| | | |
|---|---|---|
| Live Chat on Etimad Platform | Saturday to Thursday (8 AM - 10 PM)<br>Fridays (1 PM - 9 PM) | 20 seconds |

### 1.2 Complaint Handling Process

#### 1.2.1 Receiving Complaint

- Complaint submission channels may include the following:
  - Beneficiary may register complaints in-person through employee designated for handling complaints
  - Beneficiary may register complaints electronically through available channels
- Beneficiary shall receive a text message notification with their complaint number.

#### 1.2.2 Responding to Complaint

- Reviewing data, verifying complaint, and conducting initial evaluation.
- Communicating with Beneficiary if necessary to complete or verify required data.
- If beneficiary does not respond, a text message shall be sent, notifying them to provide data within three (3) business days. Failure to respond within timeframe may result in complaint being closed.

#### 1.2.3 Handling Complaint

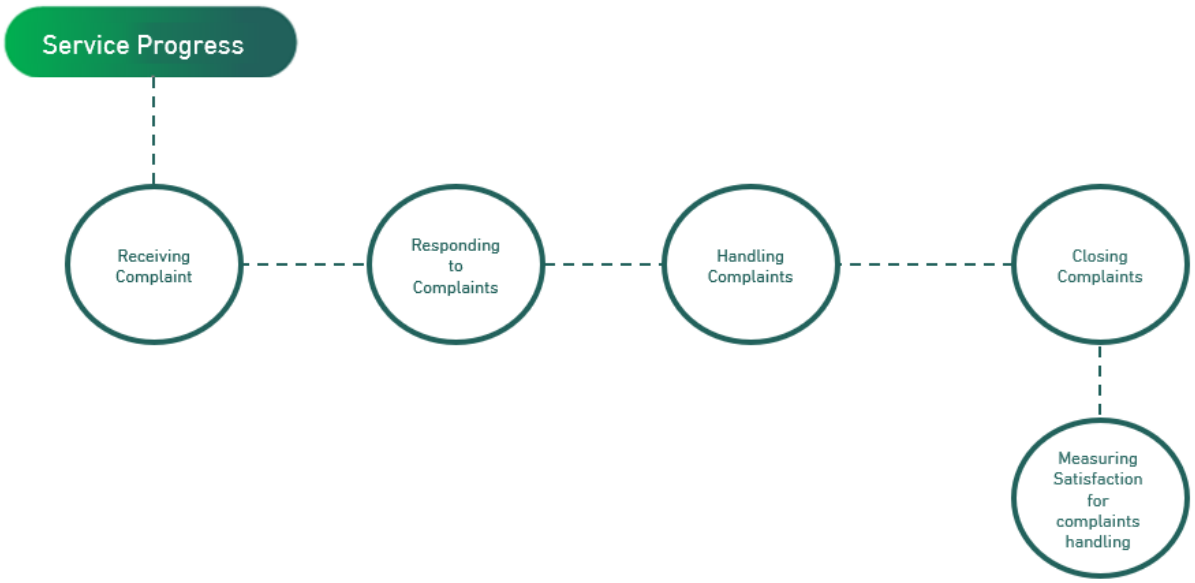
- Complaints shall be addressed within specified timeframes.
- Beneficiary shall be notified of processing outcome via text message.

#### 1.2.4 Closing Complaint

- Upon complaint closure, Beneficiary shall be notified via text message.
- Beneficiary may request reopening complaint within three (3) business days of receiving closure notice through communication channels.

#### 1.2.5 Measuring Satisfaction with Complaint Handling

- Conducting a satisfaction assessment after handling complaint by sending a text message to Beneficiary with a link to a satisfaction assessment survey.




## 2. Expected Time for Processing Reports and Complaints

| Channel | Type of Request | Service Availability Time | Expected Response Time | Average Processing Time |
|---|---|---|---|---|
| Unified Contact Number | **Inquiry** | 7/24 | 20 seconds | Instant |
| Live Chat | | Saturday to Thursday (8 AM - 10 PM)<br>Fridays (1 PM - 9 PM) | 20 seconds | Instant |
| Contact Us Form | | 7/24 | Instant | 3 Business Days |

| | | | | |
|---|---|---|---|---|
| Email | | 7/24 | 1 Business Day | 2 Business Days |
| X (Formerly Twitter) Platform | | Saturday to Thursday (8 AM - 10 PM)<br>Fridays (1 PM - 9 PM) | 15 minutes | Instant |
| Unified Contact Number | **Suggestion** | 7/24 | 20 seconds | Depends on suggestion content, its study and approval |
| Contact Us Form | | 7/24 | Instant | |
| Email | | 7/24 | 1 Business Day | |
| X (Formerly Twitter) Platform | | Saturday to Thursday (8 AM - 10 PM)<br>Fridays (1 PM - 9 PM) | 15 minutes | |
| Unified Contact Number | **Complaint** | 7/24 | 20 seconds | 3- 5 Business Days |
| Contact Us Form | | 7/24 | Instant | |
| Email | | 7/24 | 1 Business Day | |
| X (Formerly Twitter) Platform | | Saturday to Thursday (8 AM - 10 PM)<br>Fridays (1 PM - 9 PM) | 15 minutes | |
| Unified Contact Number | **Procedural Services** | 7/24 | 20 seconds | 1 - 2 Business Days |
| Contact Us Form | | 7/24 | Instant | |

| | | | | |
|---|---|---|---|---|
| Email | | 7/24 | 1 Business Day | |
| X (Formerly Twitter) Platform | | Saturday to Thursday (8 AM - 10 PM)<br>Fridays (1 PM - 9 PM) | 15 minutes | |
| **Procedural Services** | | **Service Availability Time** | **Expected Completion Period** | |
| 1. Activating establishments with no commercial register | | Depends on Communication Channel Availability Time | 2 Business Days | |
| 2. Managing permissions (Add User) | | Depends on Communication Channel Availability Time | 2 Business Days | |
| 3. Managing permissions (Disable User) | | Depends on Communication Channel Availability Time | 1 Business Days | |
| 4. Managing permissions (Change User Permission) | | Depends on Communication Channel Availability Time | 2 Business Days | |

## 3. Escalation:

### 3.1 Escalation Cases:

- Exceeding expected time for complaint processing.
- Receiving closure message without processing complaint.
- Inability to file complaint through communication channels.

### 3.2 Escalation Mechanism:

- Escalation occurs according to escalation cases mentioned in point No. 3.2 via email.

| Escalation Level | Contact Details |
|---|---|
| L1 | EscalationL0@ncgr.gov.sa |
| L2 | EscalationL1@ncgr.gov.sa |

**Escalation L1:** If complaint is not resolved within five (5) business days after escalation to L1 according to escalation cases mentioned in point No. 3.2, complaint shall be escalated to L2.

**Escalation L2:** If complaint remains unresolved after escalation to L1 for five (5) business days, it shall be escalated to L2.

## 4. Frequently Asked Questions (FAQs):

- What is expected time frame for processing complaints?
  According to Table No. 2, "Expected Time for Processing Reports and Complaints," processing time is calculated from Sunday to Thursday.
- How long does it take to complete required data/documents upon receiving notification?
  Beneficiary shall provide required data/documents within three (3) business days of receiving notification, to avoid complaint being closed.
- How required documents are shared upon receiving notification to complete data?
  Documents shall be attached to an email sent to **Ecare@etimad.sa**, with complaint number in subject field.
- How screenshots of technical problems faced are shared?
  Etimad Platform offers multiple channels for sending complaints and sharing screenshots of technical problems. This may be possible through the following methods:
  - Email
  - Contact Us Form on Etimad platform
  - Private Messages to Etimad account on X (Formerly Twitter) platform
- What is the followed procedure if Beneficiary does not respond to call phones?
  If Beneficiary does not respond to call phones, a notification shall be sent through text message to registered mobile number. Beneficiary may re-establish communication within three (3) business days to avoid complaint being closed.
- How can Beneficiary follow up on complaint?
  After registering complaint, Beneficiary shall receive a confirmation text message with a request number. Furthermore, they shall also be notified of outcome via text

message. Beneficiary may follow up on complaints using various communication channels.

- What happens if certain case requires faster processing than standard timeframe for handling complaints?
  The Platform shall strive to address all complaints as quickly as possible. However, Beneficiary may be reminded to take into consideration established service-level timeframes to address complaints and associated procedures.
- How Beneficiary satisfaction level with complaints handling be measured?
  After handling complaint, Beneficiary may receive a text message with a link to a satisfaction survey.
- What shall happen if Beneficiary is not satisfied with complaint handling?
  Etimad Platform has a dedicated team to track and understand reasons underlying Beneficiary dissatisfaction and take necessary corrective actions.

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# THANK YOU

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