Beneficiary Complaints Handling Policy

Business Sector and Beneficiary Services

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Definitions:

For the purposes of implementing this Policy, the words and terms used herein shall have the meanings assigned to them in the National Center for Government Resource Systems and its Implementing Regulations, unless the context requires otherwise, or unless a specific meaning is provided in this Article, as follows:

Center (NCGR)	National Center for Government Resource Systems.
Beneficiaries	Government, private, financial/ banking sectors, and individuals using NCGR services and products.
Complaints	A complaint is an expression of dissatisfaction regarding a product, service, process, or specific situation, typically communicated to the NCGR through the approved communication channels of the Beneficiary Services Center (Etimad), or to the authorized parties or the responsible individual, for the purpose of expressing dissatisfaction or objection.
Official Communication Channels	All approved communication channels of the Beneficiary Services Center (Etimad) through which beneficiaries' inquiries and requests are received.

The National Center for Government Resource Systems is committed to excellence in delivering services to beneficiaries. It seeks to meet their expectations, provide a positive and satisfactory experience, and address any challenges or complaints related to its services.

Accordingly, the Center is committed to processing complaints received through the official communication channels. It operates at all organizational levels within an integrated system for processing all complaints, improving processes, and enhancing decision-making, in alignment with the ISO 10002:2018 standard for complaint management systems. The Center seeks to:

Proactively obtain feedback through comments and suggestions for improvement.

Welcome complaints from beneficiaries who are dissatisfied with the Center's services, decisions, or procedures.

Provide complaint processing procedures that are accessible, transparent, and accountable.

Consider beneficiary feedback and complaints as inputs for knowledge building and service improvement.

Commit to delivering high-quality services in cooperation with the relevant departments to meet beneficiaries' aspirations and exceed their expectations.

The Center applies a number of organizational principles in accordance with best practices, as follows:

- **Transparency:**
  Providing a comprehensive guide containing all information related to receiving complaints, including how and where to submit complaints through the official communication channels, working hours and response times, and the Service Level Agreements.
- **Accessibility:**
  Ensuring ease of communication between beneficiaries and the Center by providing communication channels available 24 hours a day, seven days a week, and ensuring flexible and diverse complaint processing mechanisms that meet beneficiaries' needs and take their circumstances into account.
- **Receiving Complaints:**
- Receiving complaints, documenting all relevant details, and issuing a reference number for each complaint.
- **Response:**
  Making every effort and providing the necessary support to process complaints as quickly as possible in accordance with the approved

procedures, while notifying beneficiaries of the progress made on their complaints.

- **Objectivity:**
  Processing each complaint in a professional, fair, transparent, equitable, objective, and unbiased manner. Evaluating communication staff with neutrality and independence by assessing the quality of incoming communications from beneficiaries, their ability to respond, and their adherence to procedures and instructions.
- **Continuous Improvement:**
  Utilizing the results of complaint processing and beneficiary feedback to develop and improve services and internal processes, with the aim of enhancing beneficiary satisfaction and achieving the highest levels of quality and efficiency.
- **Confidentiality:**
  Handling all complaints and beneficiary data with complete confidentiality, in accordance with specific standards that ensure such confidentiality and are subject to continuous review.
- **Service Excellence:**
  Developing knowledge and business skills, as well as complaint processing procedures, to promote a culture of excellence in beneficiary services and improve complaint processing capabilities.
- **Escalation:**
  For escalation cases and mechanisms, please refer to the Complaint Receipt Guide on the Etimad Platform via the following link:
  Complaint Receipt Guide (etimad.sa)

اعتماد
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Thank You

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