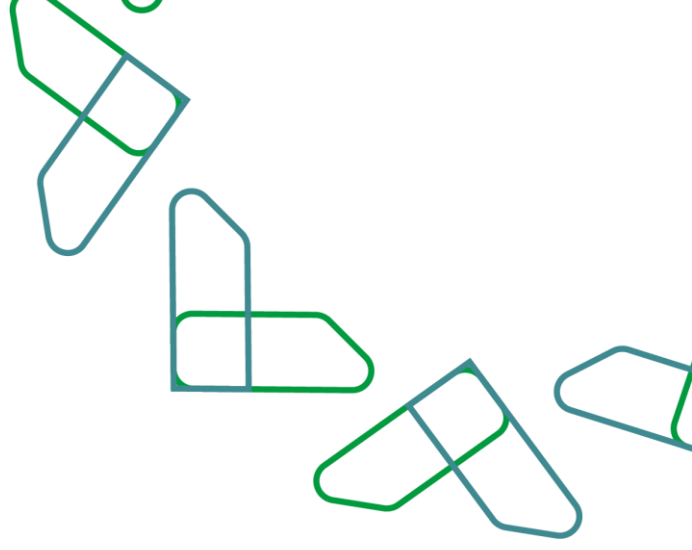


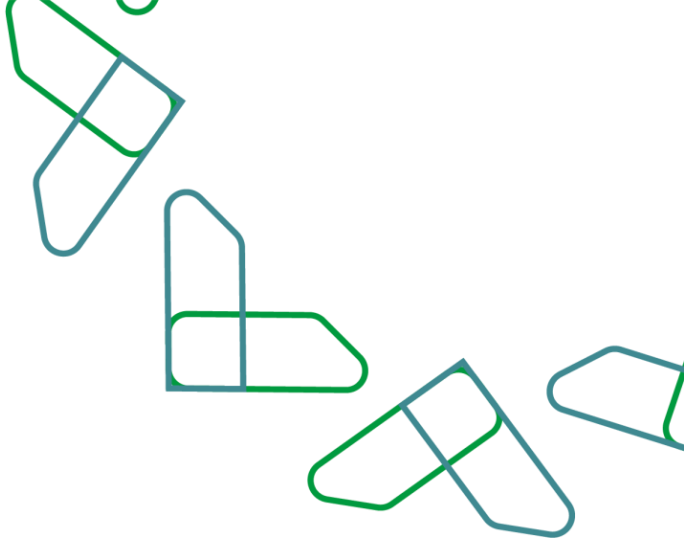
اعتقاد
Etimad



Beneficiary Complaints Handling Policy

Business Sector and Beneficiary Services

Last Updated: 19/02/2025



Definitions:

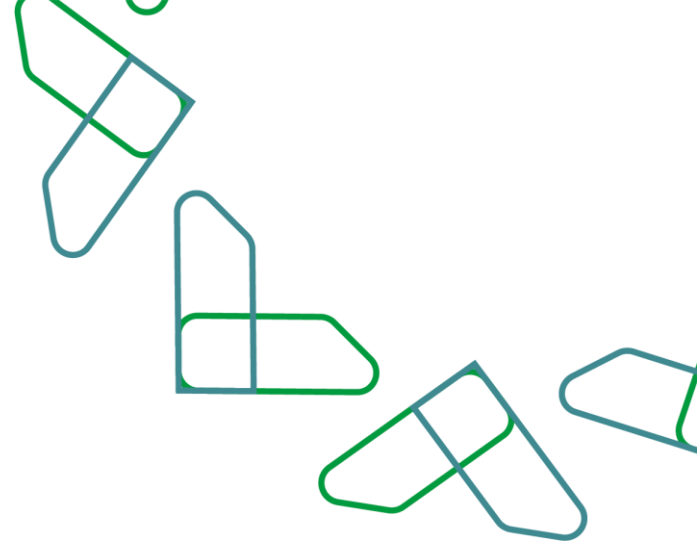
In this policy, terms will have the same meanings defined by the National Center for Government Resource (NCGR) Systems and its implementing regulations, unless the context requires otherwise, or as specifically defined in this article:

Center (NCGR)	National Center for Government Resource Systems.
Beneficiaries	Government, private, financial/ banking sectors, and individuals using NCGR services and products.
Complaints	A Complaint represents an expression of dissatisfaction with a product, service, process, or situation, usually communicated to NCGR through the Beneficiary Services Center (Etimad), authorized parties, or the responsible person to express dissatisfaction or objection.”
Official Communication Channels	All approved communication channels of the Beneficiary Services Center (Etimad) through which beneficiary inquiries and requests are received.

At NCGR Systems, we are committed to excellence in providing services to beneficiaries. We consider beneficiaries as our key partners and strive to meet their expectations, provide them with a positive and satisfying experience. We also recognize that beneficiaries may face challenges or have complaints regarding our services.

Therefore, NCGR is committed to processing complaints stated through official communication channels. It operates at all organizational levels within an integrated system to address all complaints, improve processes, and enhance decision-making. In alignment with the (ISO 10002:2018) standard for complaint handling systems, NCGR aims to:

1. Proactively obtain feedback through comments and suggestions for improvement.
2. Welcome complaints from beneficiaries dissatisfied with NCGR's services, decisions, or procedures.
3. Provide complaint handling processes that are easily accessible, transparent, and accountable.



4. Consider beneficiary feedback and complaints as inputs for establishing knowledge and improving services.
5. Commit to providing high-quality service in collaboration with relevant departments to meet and exceed beneficiary aspirations and expectations.
6. NCGR applies a number of organizational principles in accordance with best practices, as follows:
 - **Transparency:**

A comprehensive guide with all information for receiving complaints, including how and where to submit complaints through official communication channels, working hours and response times, and service level agreements.
 - **Accessibility:**

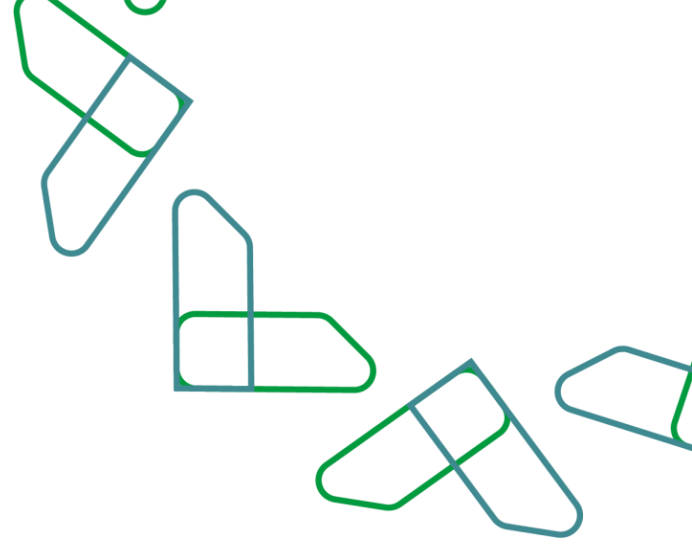
Ensuring easy communication for beneficiaries with NCGR by providing 24/7 communication channels throughout the week, and guaranteeing flexible and diverse mechanisms for handling complaints that meet beneficiaries' needs and take their circumstances into account.
 - **Receiving Complaints:**

Receiving complaints and documenting all related details, and issuing a reference number for each complaint.
 - **Response:**

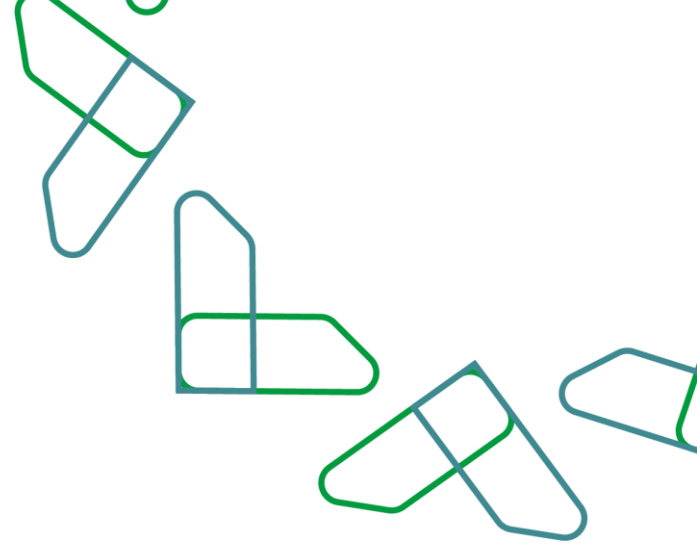
Striving and providing support to address complaints as quickly as possible in accordance with approved procedures, while notifying beneficiaries of the progress made in their complaints.
 - **Objectivity:**

Handling 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 responsiveness, and adherence to procedures and instructions.
 - **Continuous Improvement:**

Utilizing complaint handling results and beneficiary feedback to develop and improve services and internal processes, striving to enhance beneficiary satisfaction and achieve the highest levels of quality and efficiency.



- **Confidentiality:**
Compelling to handle all complaints and beneficiary data with complete confidentiality, within specific standards that ensure this and are subject to continuous review.
- **Service Excellence:**
Developing knowledge of business skills and complaint handling processes to foster a culture of service excellence for beneficiaries, aiming to improve complaint handling capabilities.
- **Escalation:**
For escalation cases and mechanisms, please refer to the Complaint Receipt Guide on Etimad platform via the following link:
[Complaint Receipt Guide \(etimad.sa\)](https://etimad.sa)



Thank You

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