

## COMPLAINT HANDLING PROCESS FLOWCHART

### Identify

Receipt of Complaint by any employee.

Confirm if it is a complaint or not as per DHA definition.

Forward it to the relevant Head of Department and Complaints Management team.

Register the complaint in the Complaint Management System.

### Investigate

Head of the Department assigns a Complaint handler.

Complaint acknowledgement is sent to the Complainant within 3 days of its receipt.

Assessment of complaint to know the risk involved, urgency of the complaint and complications in handling it.

Maintain confidentiality of the complaint received.

### Resolve

Communicate with the complainant about the progress of the investigation.

Head of Department communicates the outcome of the complaint lodged and options to appeal, if any.

The complete process is documented by the complaint handler.

### Report

Outcomes are properly implemented and monitored

Internal Report submitted to Complaints Management Team

External Report submitted to the Authorities (DHA/CBUAE)

### Learn and Train

Annual Review and update of the Complaints Management Policy by the Compliance Officer/Head of Compliance.

Annual review of website to ensure it is compliant with DHA regulations.

Annual Complaint Handling training provided to all employees by the Compliance Officer/Head of Compliance.

Refresher training to relevant employees / department by the Head of the department.