



Observation and Suggestions Policy

The Ministry of Human Resources and Emiratization is committed to applying quality, and meet all customers' demands, while taking into account the ongoing improvements and developments of its operational services according to best practices, with emphasis on the application of the ministry's laws and regulations, and apply management systems that deals with the comments and suggestions that are compatible with the (ISO10002: 2014) standard, with Focus on:

Provide distinct and advanced services and take advantage of new technologies to improve efficiency and superiority in duty and ensure effective communication with all customers.

- Note down customer comments and suggestions regarding the provided services according to adopted laws and regulations, in line with the common notes posted by the Government of the UAE through "My Gov".
- Deal with issues related to the observations, according to the approved procedures.
- Ensure the reception and management of observations and suggestions in complete clarity, fairness, ease of communication and speed of response, guarantee objectivity, confidentiality and responsibility according to the instructions and specifications of the ISO10002: 2004.
- Focus on customer needs, financially and technically, and ensure an appropriate environment to raise services levels and perfectly handle their views and complaints.
- Continuous improvement by activating the comments and suggestions system according to ISO10002: 2014 standards and follow-up on performance measurement systems constantly.
- Ensure the publicity of the observations and suggestions management policy and ensure its effectiveness periodically in accordance to the highest standards of customer observation and suggestion measurements.

Minister of Human Resources & Emiratization

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