

## Complaints Policy

SCAD is committed to providing services that meets client's needs and expectations.

SCAD uses complaints system as an input that would raise the level of service delivery to meet the expectations of the clients, also considers a valuable means for feedback to be taken into account to improve services.

This policy outlines top management commitment to managing complaints effectively, efficiently, expeditiously and fairly through a complaint system that is easy to access, speedy, confidential, simple, fair and audited.

The system is supported by trained staff, procedures designed according to ISO10002:2014 and Guideline of Complaints, Suggestions and Appreciation that is published by Abu Dhabi Executive Council. This system applies to complaints related to services and other activities managed by Statistics Centre - Abu Dhabi.

This policy is communicated and implemented in Statistics Centre - Abu Dhabi. The policy will periodically be reviewed and updated to ensure it remains relevant and applicable to Centre's activities and services.

### Complaints can be applied through:

No.	Tools	Addresses
1	SCAD Website	www.scad.ae
2	Mobile applications	SCAD MSERVICES
3	E-mail	info@scad.ae
4	Abu Dhabi call center	800555
5	Customer services land line	+97128100000
6	P.O.Box	6036
7	Personal Appearance	Abu Dhabi – Al Maqtaa

  
**Butti Ahmed Mohamad Bin Butti Al Qubaisi**  
**Director General**

