

Complaints charter

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

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

Customer happiness Values for complain:

Trained staff, procedures designed according to ISO10002, support the system: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 system 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.

The complaints happiness staff values are focused on the following:

Transparency - kindness - responsibility - knowledge - effectiveness - commitment - confidentiality - patience - neutrality.

Complaints, suggestions, inquiry and appreciation can be applied of any favorite channels 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
8	Scad live chat	www.scad.ae
9	Abu Dhabi portal	www.abudhabi.ae
10	Abu Dhabi city Gard	www.abudhabi.ae
11	Scad social media	Instagram ,Twitter ,LinkedIn and Facebook
12	Any other media channels	Available Abu Dhabi media channels

