

❖ Submission of Complaints:

▪ Name of Service	<u>Submission of Complaints</u>
▪ Description (Simple Explanation of the Service):	<ul style="list-style-type: none"> Customers' interactive platform with DED to listen to them and receive their comments on service provided to them
▪ Service Category & Type:	<ul style="list-style-type: none"> Sub-service / Procedural
▪ Service Beneficiary:	<ul style="list-style-type: none"> Establishment / Individual / Company
▪ Required Documents:	<ul style="list-style-type: none"> Phone number or email for contact Purchase invoice (if any) Makani number (of establishment against whom complaint is made)
▪ Steps for Receiving the Service (Customer Journey):	<ul style="list-style-type: none"> Customer submits an inquiry to DED's Complaints & Suggestions Division via the following communication channels: <ul style="list-style-type: none"> Government Contact Center on toll free number 80070 DED's Email: info@ajmanded.ae Ajman Government Contact Center through Uniform Government Service Guide available on www.ajmanded.ae DED's website through via the link: www.ajmanded.ae by filling out online form DED'S Smart Mobile Application Ajmanded.
▪ Terms & Conditions:	<ul style="list-style-type: none"> N/A.
▪ Fees	<ul style="list-style-type: none"> Free
▪ Service Correlation with other Services:	<ul style="list-style-type: none"> N/A
▪ Partners (Service Plan):	<ul style="list-style-type: none"> N/A
▪ Service Delivery Channels:	<ul style="list-style-type: none"> Government Contact Center. DED's website Smart Mobile Application.
▪ Service Code:	<ul style="list-style-type: none"> ADED-CRD-PR-01
▪ Service Delivery Duration:	<ul style="list-style-type: none"> (1) one working day unless the reply requires further consideration and investigation
▪ Limitation of the Service:	<ul style="list-style-type: none"> N/A