



Complaint Handling Policy

The Ministry of Justice is committed to providing advanced and innovative judicial services, relying on principles of integrative partnership, to achieve its vision of “a flexible judicial system that entrenches justice for a safe society and a competitive economy.” The Ministry also believes in the importance of the right of customers to submit complaints, considering it a fundamental pillar in the process of developing and improving the services and procedures provided.

This policy demonstrates the Ministry's commitment to implementing effective complaint management systems and offering diverse solutions to meet clients' needs. It ensures that complaints are handled efficiently and flexibly, in line with the culture of excellence and the standards of the Global Star Rating System for Services adopted by the Ministry.

This policy reflects the senior management's commitment at the Ministry of Justice to manage the complaint system effectively and efficiently. The Ministry ensures the ease of use of this system, emphasizing neutrality, confidentiality, and reliability in handling client information. The system is monitored and audited periodically to ensure compliance with best practices at both local and international levels, in accordance with relevant laws, regulations, financial, and contractual obligations.

The system is designed according to the requirements of ISO 10002:2018 and the UAE Government's Promise for Future Services, and it undergoes continuous development based on global best practices. The Ministry is keen to address issues related to complaints responsibly and positively, focusing on identifying and addressing the root causes of problems to ensure they do not recur in the future.

Signed by:

Undersecretary of the Ministry of Justice