ACTVET CUSTOMER COMPLAINT, SUGGESTION, AND APPRECIATION POLICY

The Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET) is committed to providing accessible, fair, transparent, and responsive services that meet the needs and expectations of its customers.

ACTVET recognises customer complaints, suggestions, and expressions of appreciation as important means of understanding customer needs, improving the quality of its services, and strengthening public confidence.

ACTVET is committed to:

- Providing clear and accessible channels for customers to submit complaints, suggestions, and appreciation.
- Handling all customer matters fairly, objectively, confidentially, and within the applicable service standards.
- Treating all customers with respect, professionalism, and impartiality throughout the handling of their requests.
- Keeping customers informed of the progress and outcome of their submitted matters.
- Protecting customer information in accordance with applicable legislation and regulatory requirements.
- Applying the Abu Dhabi Government One-Time Policy, where applicable.
- Ensuring equal access to customer service channels for all customers, including People of Determination and senior citizens.
- Measuring customer satisfaction and utilizing their feedback to improve and enhance service delivery.
- Handling customer complaints in accordance with approved service standards and applicable Service Level Agreements (SLAs).
- Complying with applicable Abu Dhabi Government legislation, regulations, and policies, as well as customer service requirements.
- Reviewing this policy periodically, monitoring its implementation, and evaluating its effectiveness through approved governance and appropriate management oversight.

This Policy shall be implemented across ACTVET through its approved governance framework to ensure the consistent management of customer complaints, suggestions, and appreciation.