

Channels of communication with us

You can contact us via the following channels:

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Customer Happiness

Customer happiness is one of the most important sources of information that can provide insight into areas of improvement needed.



ACTVET

Abu Dhabi Centre for
Technical and Vocational
Education and Training | مركز أبوظبي
للتعليم والتدريب
التقني والمهني

Customer Happiness Charter (for Clients)

Your simple guide to receive outstanding service and improve the quality of services provided to you



If you have any queries, please do not hesitate to contact us via the e-mail below:

care@actvet.gov.abudhabi



What you expect from us:

1. Kindness:

- We will treat you in a respectful, gentle, and transparent manner;
- The customer service team will deal confidentially with any issues that might arise while providing services.

2. Information:

- We will provide our services through a supportive team that maintains the confidentiality, has the required knowledge, understands your needs, and able to respond to your queries.

3. Response:

- We will respond to all your queries and process them in due time
- We will provide you with the requirements of each service and its completion dates;
- We will facilitate your communication with us and we will respond to your feedback on the services provided in a timely manner without delay.

4. Reliability:

- We will focus on providing you excellent services with efficient, organized and transparent manner
- We will work towards achieving your expectations of the services provided.

5. Simplicity:

- We will work on providing services - as much as possible - within the time and through channels that suits you.
- We will reduce the number of required procedures in order to provide you with swift and smooth service.

6. Quality:

- We will work on providing excellent and high quality services that enhance your experience with us.

Dear customer:

In view of the importance of your input and responses, we welcome all your suggestions related to service efficiency and enhancement so that we can improve our services. Please contact us via the e-mail below.

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You are kindly requested to:

- Appreciate our employees' efforts and treat them with mutual respect.
- Provide all required documents to enable us to provide a quick services to you.
- Notify us immediately of any errors may encounter during the service process
- Inform us of any changes in your personal information related to the service.
- Welcoming and responding to customer service inquiries so that they can provide you with excellent service.

