

# Making Complaint



شركة العين للتوزيع  
Al Ain Distribution Company

Toll Free الرقم المجاني

**800 9008**

[www.aadc.ae](http://www.aadc.ae)

# Our Customer Complaints Handling Policy

At AADC we are committed to:

- Establishing and maintaining an accessible, fair and effective customer complaints handling procedure.
- Ensuring that all possible efforts are made to deal with customer complaints promptly, effectively and objectively.
- Using customer complaints, where possible, to improving our services.
- Ensuring that this policy conforms to the Regulation and Supervision Bureau requirements and any other relevant regulatory or statutory requirements.

## What we mean by a complaint?

Any expression of dissatisfaction you pass to us about our services, procedures or staff.

## What you can complain about?

No.	Complaint Type	Maximum time for resolution	Priority
1	Interruption to water or electricity supply	24 hours	Top
2	Quality of water or electricity	24 hours	Top
3	Accuracy of Meters and Bills	15 days	High
4	Delay in providing new services	15 days	High
5	AADC Procedures	15 days	High
6	AADC Personnel	15 days	High
7	Contractors working for AADC	15 days	High

## How to make a complaint or inquire about your complaint's progress?

The Contact Centre receives all your complaints and deals with them according to our Complaint Handling Procedure which ensures objectivity and fairness. Please do not hesitate to lodge your complaint using any of the following channels:

Toll Free Number	8009008
Fax	+971 3 7118000
Email	customercare@aadc.ae
AADC Website	www.aadc.ae
Mailing Address	Manager, Contact Centre Department Al Ain Distribution Company P.O.Box 1065, Al Ain – UAE
Walk In	AADC Main Building or any of its branches.

## What information do we need when you make a complaint?

- Your name.
- Your account number (if applicable).
- Your preferred contact method (for example mobile phone number, landline number) and best times to contact you.
- For water emergency cases only, the 10-digit number of the affected building.

- Complaint description.
- The solution you are looking for.

## What we do when we receive your complaint?

- Record the required information e.g. complaint description and complainant details.
- Acknowledge receipt of the complaint and issue a tracking number.
- Provide approximate time for resolution.
- Initially assess the complaint.
- Refer the complaint to the appropriate Department.
- Follow up the complaint resolution.
- Update the complainant on the status of the complaint and explain the reasons if the complaint is not resolved within the approximate time given.
- Inform the complainant of the resolution/ decision made to the complaint.
- Close the complaint.

## If you are not satisfied with the complaint resolution

You are free to escalate your complaint to the Regulation and Supervision Bureau at: [customercare@rsb.gov.ae](mailto:customercare@rsb.gov.ae)