



شركة العين للتوزيع
Al Ain Distribution Company

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 improve our services.
- Ensuring that this policy conforms to the DoE 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.

Complaints

No.	Complaint Type	Target to resolve complaint	Contact Number
1	Bill	15 Days	8009008
2	Procedures	15 Days	
3	Delay in providing new service	30 Days	
4	Employee	15 Days	
5	E-Service	15 Days	
6	Contractors	30 Days	

Key Incidents

No.	Complaint Type	Target to resolve complaint	Contact Number
1	Interruption to electricity / quality of electricity	24 Hours	991
2	Interruption to water / quality of water	24 Hours	992

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:

Channels



Toll Free Number
8009008



AADC Web-Form
<https://www.aadc.ae/en/contactus.aspx>



AADC Web-Chat
<https://www.aadc.ae>



Social Media
AADC_CHANNEL



AADC SmartApp



Walk In AADC branches

Mailing Address

Manager, Contact Centre Department, Al Ain Distribution Company
P.O.Box 1065, Al Ain – UAE

What information do we need when you make a complaint ?

- Your name.
- Your account number.
- Your preferred contact method (for example mobile phone number, landline number, email) and best times to contact you.
- 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.
- Issue a tracking number for the complaint, and send it through an sms to the customer mobile number.
- Provide an approximate time for resolution.
- Initially assess the complaint.
- Refer the complaint to the appropriate Department (If required).
- 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.

Complaint Charge

There is no charge for making a complaint, however, when a customer requests checking the meter, and the meter is found not faulty, an amount of AED 50 is charged for checking the meter. If the meter is found faulty, no charge will be applied.

Who can make a complaint ?

All classes of AADC customers.

If you are not satisfied with the complaint resolution

You are free to escalate your complaint to Consumer Protection at the Department of Energy (DOE) on the below link:

<https://www.doe.gov.ae/Consumer-Protection/Complaint-Appeal-Registration>

or through the Email:

customercare@doe.gov.ae