Beneficiary Complaint Handling Policy

Definitions: For the purpose of applying this policy, the terms used herein shall have the meanings specified in Absher platform and its executive regulations unless the context indicates otherwise. The following terms have the following meanings:

- **Beneficiaries:** Citizens, residents, and visitors.
- **Complaints:** A complaint is an expression of dissatisfaction with a product, service, process, or specific situation. It often involves contacting the center through the official communication channels for Absher Beneficiary Service Center, authorized individuals, or the responsible person to express dissatisfaction or objections.
- **Official Communication Channels:** All approved communication channels for Absher Beneficiary Service Center through which beneficiary inquiries and requests are received.

Introduction: At Absher, we are committed to excellence in providing services to our beneficiaries, considering them partners in our success. We strive to meet their expectations and provide them with a positive and satisfying experience. We recognize that some beneficiaries may face challenges or have complaints regarding our services. Accordingly, Absher is committed to handling complaints received through official communication channels efficiently and transparently within an integrated system that aims for continuous improvement and enhanced decision-making, in line with ISO 10002:2018 standards for complaint management systems.

Objectives of the Complaint Handling Policy: Absher Beneficiary Service Center aims to achieve the following objectives:

1. Proactively receive feedback, comments, and suggestions from beneficiaries.
2. Welcome complaints from beneficiaries dissatisfied with services, decisions, or procedures.
3. Provide accessible complaint-handling processes characterized by transparency and accountability.
4. Utilize beneficiary feedback as input for building knowledge and improving services.
5. Commit to delivering high-quality services in collaboration with relevant departments to meet and exceed beneficiary expectations.

Organizational Principles for Complaint Handling: Absher applies a set of organizational principles in line with best practices, as follows:

1. **Clarity:**
   Providing a comprehensive guide containing all information related to complaint reception, including how and where to file complaints through official channels, working hours, response times, and service level agreements.

2. **Accessibility:**
   Ensuring beneficiaries can easily communicate with Absher through communication channels operating 24/7, along with flexible and diverse mechanisms for complaint handling tailored to beneficiary needs.

3. **Complaint Receipt:**
   Receiving and documenting all complaint details, issuing a reference number for each complaint to ensure organized follow-up.

4. **Response:**
   Offering the necessary support to address complaints promptly according to approved procedures, while keeping beneficiaries informed of the complaint-handling process continuously.

5. **Objectivity:**
   Handling complaints professionally, fairly, and transparently, without bias. All interactions with beneficiaries are evaluated neutrally, including the quality of communications and the ability to respond to their concerns.

6. **Continuous Improvement:**
   Utilizing the results of complaint handling, feedback, and insights from beneficiaries to develop and enhance internal services and processes, aiming to boost beneficiary satisfaction and achieve the highest levels of quality and efficiency.

7. **Confidentiality:**
   Treating all complaints and beneficiary data with complete confidentiality, in accordance with established standards subject to ongoing review.

8. **Service Excellence:**
   Enhancing the skills and knowledge of employees in complaint handling to foster a culture of service excellence, aiming to improve the center's ability to manage complaints efficiently.

9. **Escalation:**
   In the event of escalation, a specific mechanism is followed to address unresolved

complaints appropriately. For more information on the escalation mechanism, please refer to the Complaint Handling Guidance via the following link.

Absher is committed to implementing this policy to ensure high-quality services and achieve the highest levels of beneficiary satisfaction.