ADSSC 011-5

SUBMITTING A COMPLAINT

Through this service, Customer Complaint is received through CRM Application owned by AD Government Contact Center.

شركة أبوظبي لخدمات الصرف الصحي
Abu Dhabi Sewerage Services Company

MAIN SERVICE

Caring for Customers

SERVICES CHANNELS

Customer Relationships Management

PROCEDURES TO OBTAIN SERVICE

1
Submit application through available channels

2
Analyzing the case

3
Create a request through CRM System

4
Transfer the case to concerned department

5
Application processing

6
Receive the application feedback and notify customer

CUSTOMER TYPE
- **BUSINESS**
- **INDIVIDUAL**
- **GOVERNMENT**

FEES
- **NOT REQUIRED**

NUMBER OF VISITS
- **0**

COMMUNICATION POINTS
- **2**

LINKED SERVICE
GOVERNMENTAL ENTITY	THIRD PARTY
N/A	**N/A**

📄 No documents Required