CUSTOMER SERVICE CHARTER

WHAT YOU CAN EXPECT FROM US

▪ Adhere to our customer service standards at all times;
▪ Deal with you in a friendly, courteous and professional manner;
▪ Demonstrate consistency and fairness in all our communications;
▪ Operate with integrity and accountability;
▪ Provide clear details of the service you are interested in;
▪ Assign a suitable employee to ensure timely handling of all your enquiries;
▪ Respond promptly to your phone calls, letters, emails (within two working days) and on-site visits during business hours;
▪ Treat all your information and documentation with utmost confidentiality;
▪ Ensure our website is updated and available and easily accessible at all times
▪ Ensure all our employees are highly knowledgeable in their field of work and trained in customer service.
▪ Collect your feedback and measure your satisfaction at regular intervals to improve the services offered;
▪ Build positive relationships with our customers.
▪ Ensure availability and suitability of the environment and facilities required to meet the high level of service standards.

WHAT WE EXPECT FROM YOU

▪ Treat our staff with courtesy and respect;
▪ Provide a reasonable amount of information which will assist in completing the service;
▪ Provide identification documents when requested.
▪ Provide up-to-date information that is relevant to the service;
▪ Respond to our employees’ enquiries in a timely manner;
▪ Assist with providing constructive feedback (complaints, suggestions, complements etc.) by participating in our regular customer satisfaction surveys; and
▪ Abide by any legal requirements and other obligations regarding eligibility for services, including the DIFC Courts Rules with regards to proceedings.
In case you are dissatisfied with the services please submit us a written or verbal complaint:

- By calling us at +9714 427 3333
- By emailing us at enquiries@difccourts.ae

We will respond to your correspondence within a maximum of two (2) working days. However, for more complex matters, our response time can be up to five (5) working days.