

# 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' enquires 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.

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## DEALING WITH COMPLAINTS

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](mailto: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.

## OUR CONTACT INFORMATION

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| Website:        | <a href="http://www.difccourts.ae">www.difccourts.ae</a>  |
| Email:          | <a href="mailto:registry@difccourts.ae">registry@difccourts.ae</a>  |
| Phone:          | +9714 427 3333  |
| Fax:            | +9714 427 3330  |
| Address:        | Dubai International<br>Financial Centre<br>Ground Floor, Building 4,<br>The Gate District<br>P.O. Box 211724, Dubai,<br>UAE |
| Office Hours:   | 8am – 5pm, Sunday to<br>Thursday  |
| Registry Hours: | 10am – 4pm, Sunday to<br>Thursday   |