

Customer Happiness Charter

Your happiness is our priority

The Customer Happiness Charter aims to enhance customer satisfaction by providing outstanding community services efficiently and transparently, while providing innovative digital solutions to contribute to their satisfaction.



Global Star Rating System for Service
ISO 10001:2017 • ISO 10004:2017 • ISO 10002:2017

Our services

We commit to providing high-quality services to all customers, based on our belief in the importance of treating everyone with respect and appreciation. We strive to simplify procedures and provide a comfortable environment that reflects our commitment to providing a clear and straightforward experience for everyone.



We welcome you with respect, appreciation, courtesy, and a warm smile.



We provide you with a clear and easy service with simplified procedures to meet your needs with professionalism and the utmost transparency to ensure your satisfaction.



We offer you a suitable and comfortable environment and adhere to the highest precautionary measures according to the highest occupational health and safety standards in times of epidemics and crises.



We treat all customers fairly and impartially.



We welcome your opinions, input, and suggestions to develop our services.



We will provide you with accurate information about the required services, fees, and procedures, as well as timeframes for processing your requests. We will also confirm receipt of requests and will continually follow up with them until completion.



A qualified, cooperative, and knowledgeable team is dedicated to meeting your needs and responding to your inquiries.



We maintain the confidentiality and privacy of your information and data.



We are committed to providing inclusive services to meet the needs of people of determination and their various disabilities, ensuring easy and flexible access to services and information.



We offer innovative solutions to serve you in the best possible way.



We strive to apply the highest standards across all our service and media channels.



We are committed to listening to your opinions and identifying your needs through various means in order to exceed your expectations.

Your cooperation improves service



Treat our employees courteously

We ask you to appreciate our employees' efforts and adhere to respectful, polite, and reciprocal forms of communication. This is to create a positive work environment that is reflected in the quality of service provided to you.



Our employees' privacy

We ask you to respect our employees' privacy and comply with the Authority's rules concerning



Employee response

Please respond without delay to our employees' inquiries to ensure better and timely service.



Adherence to instructions

Please adhere to the instructions and precautionary measures in case of epidemics and crises when entering customer service centres and interacting with staff.



Adherence to instructions

Please adhere to the instructions and precautionary measures in case of epidemics and crises when entering customer service centres and interacting with staff.



Update your data

Make sure to update your personal data immediately if there are any changes that could affect service delivery, in order to ensure that communication and notifications reach you correctly without delay.



Approved channels

Please submit your requests, comments, and suggestions on our official and approved channels.



Contact us

Please comply with the terms and conditions of our social media and digital channels.

Always towards better service

Continuous improvement is not just a slogan we use, but a daily practice we commit to.

Your feedback and suggestions are the fuel that pushes forward development at our centre. We therefore value, appreciate, and take it very seriously as part of all of our decisions and plans.



Uncompromising quality

We set high standards for ourselves and constantly strive to exceed them because your satisfaction is our measure of real success



Continual development

We value your feedback and evaluation. It helps us improve our procedures and systems on a regular and ongoing basis Share with us on the platform 04



Customised service

We strive to understand your individual needs and provide a service that meets your needs accurately and effectively.

Response times

We value your time as much as we value your trust in us, so we adhere specific and clear timeframes for each form of communication. These timeframes are not just promises, but firm commitments that reflect our readiness to serve.

1



Workday
General inquiries

5



Workdays
Complaints and feedback

15



Workdays
Suggestions submitted

We are here to respond to your inquiries and meet your needs as soon as possible.

Happy Customer Centre

Al Twar center



Dubai Now Application

Hatta Community Center



Dubai Housing Center



Complaints platform 04

AL Barsha Community Center



Contact us



Social Media
cda_dubai



Email
info@cda.gov.ae



Instant messaging
www.cda.gov.ae



Website
www.cda.gov.ae



Call Center
8002121