

وَصِّل صَوْتَكَ

wassel sotak



If you are satisfied with our services,

talk about us.

If not,

talk to us.

Wassel Sotak

As part of Dubai Health Authority's continuous efforts to improve and develop the quality of healthcare services, the authority has launched multiple channels of communication with customers and the society "Wassel Sotak", that aim to enhance the communication with customers to achieve the highest levels of happiness about the services provided by Dubai Health Authority.

Complaints, suggestions and feedback from customers and society are received throughout multiple channels, which help improve and develop the quality of services provided ensuring service excellence in compliance with the best practices.

"Wassel Sotak" Main Channels

Dubai Government's Unified E-suggestion System

Customer and society suggestions are the most important inputs in understanding the customers' interests, needs and engaging them in developing the authority's services

The Dubai Government Unified E-suggestion System is an integrated administrative system built upon best practices and international standards in handling customers', employees' and society suggestions effectively and efficiently, in accordance with the Dubai Government unified guide for customer and employee suggestion system.

Wassel Sotak through the link to Dubai Government's Unified E-suggestion System:

<https://esuggest.dubai.gov.ae/>

Dubai Government's Unified E-complaint System

The Dubai Health Authority ensures that it meets & exceeds customers' needs. This highlights the importance to deal with all complaints and feedback received, in accordance with the best practices and international standards.

Through the Dubai Government's Unified E-complaints System, the voice of the customer is heard, their complaints are received, classified, and are used to improve services.

Wassel Sotak through the link to Dubai Government's Unified E-complaint System:

<https://ecomplain.dubai.gov.ae>

Mohammed Bin Rashid Smart Majlis System

Mohammed Bin Rashid Majlis allows all citizens, residents, visitors and Dubai lovers from different segments, to contribute with innovative ideas and providing feedback to support the growth and development in the Emirate of Dubai, and strengthening its leadership in various fields, including the healthcare sector.

Mohammed Bin Rashid Majlis provides a unified framework and a documented standardized methodology for dealing with various ideas and feedback efficiently, studying and discussing them thoroughly, and following up on the implementation of feasible ones based on mechanisms that ensure the optimal implementation.

Wassel Sotak through the link to Mohammed Bin Rashid Smart Majlis System:

<https://www.mbrmajlis.ae/>

Dubai Health Authority Unified Call Center 800 (DHA)

The Dubai Health Authority's unified call center is a main channel to receive inquiries, suggestions, and feedback from customers and all stakeholders, in addition to providing services related to the authority around the clock, seven days a week.

To ensure that the customers' needs are met, the unified call center receives inquiries and provides services 24 hours a day, seven days a week through calling or chatting, e-mail, social media channels and WhatsApp business

Wassel Sotak by communicating with Unified Contact Center:

- Toll free number: 800-342
- Outside the country: 0097142198888
- Email: info@dha.gov.ae
- WhatsApp Business: 800342

Wassel Sotak through other channels:

- Email: wasselsotak@dha.gov.ae
- Dubai Health Authority social media channels
- Communicate with live broadcast programs on local radio and newspapers
- DHA website:
<https://www.dha.gov.ae/en/Pages/DHAHome.aspx>
- DHA Smart Applicate (DHA APP)
- Personal attendance at the DHA headquarters or one of its branches, centers, or institutions

Happiness Index for service delivery channels

One of the prominent tools for measuring the customer's voice is the happiness index meter, which is available through the digital service delivery channels in addition to the authority's centers and hospitals.

Through the indicator, the customers can determine how happy they are about the services provided and their different experiences, in addition to providing the authority with feedback about their journey so that the customer's voice is used as one of the inputs to improve the customer's experience for the services and channels.

Our commitment to you:

We are committed to respond to your complaints on time (regular complaints 7 working days - sensitive complaints 2 working days - urgent complaints within one working day) and respond to your suggestions within 15 working days.

In the event you are not satisfied with the measures taken, you can file a grievance upon which your appeal will be answered within 5 working days.