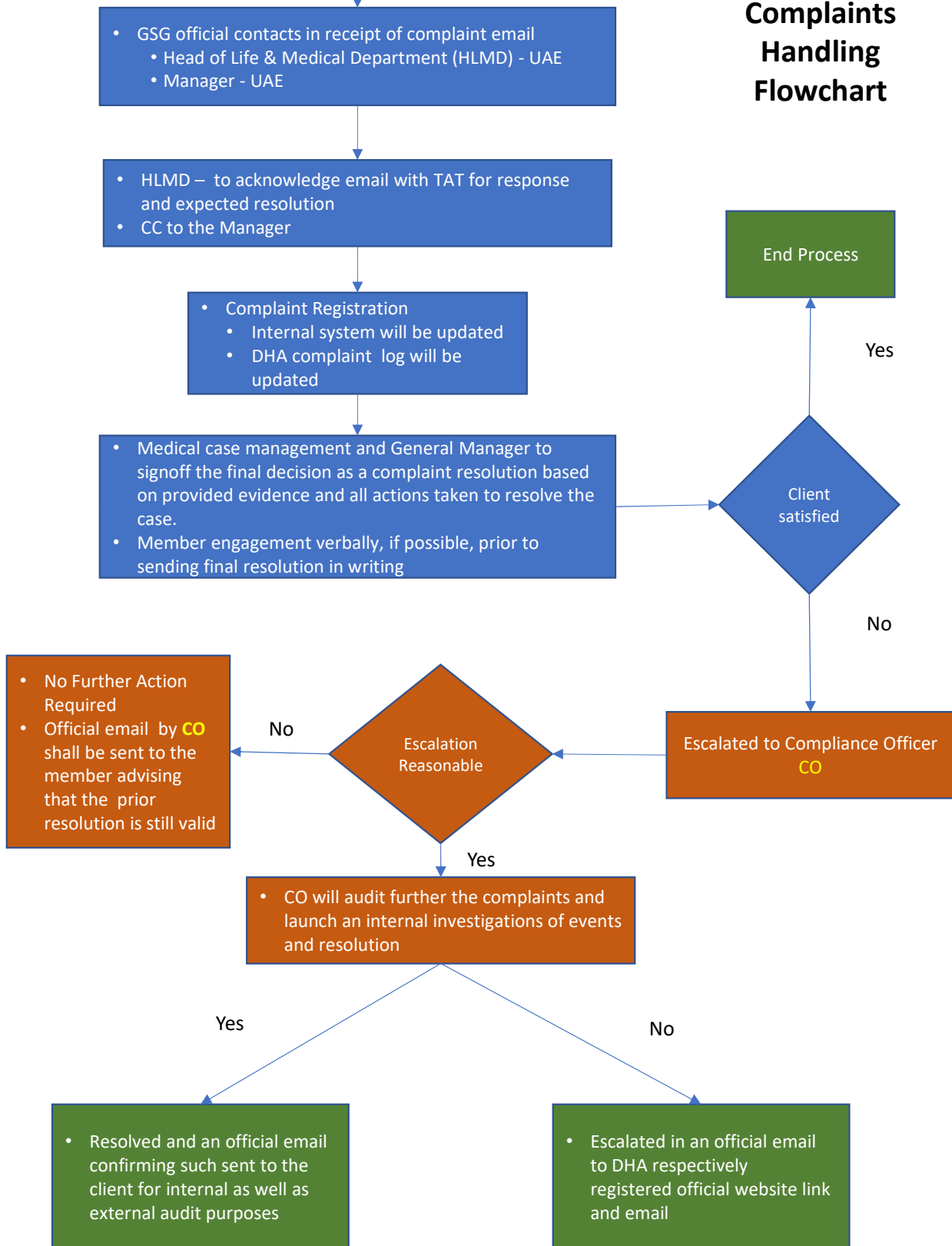


- Customer files a complaint via different channels –Mails, telephone or personal visit
- Registered official Email : complaints@grassavoye.ae or directly to HLMD or GM email IDs
- If through a visit a complaint is registered, an official email from complaints@grassavoye.ae email ID shall be noted as the official correspondence capturing the minutes of meeting



Complaints Handling Flowchart



CO- Compliance Officer
HLMD - Head of Life & Medical Department

Residents in Dubai can lodge complaints through a new online system's website launched by DHA
<http://ipromes.eclaimlink.ae/>

Tel: 800DHA