



وزارة البلديات والإسكان
Ministry of Municipalities and Housing

User Guide

Receiving Complaints

Beneficiary
Copy

Introduction

This guide outlines the procedures for receiving and handling complaints through an integrated and unified system designed to support beneficiaries and enhance their satisfaction with complaint resolution services.

Complaint Reception and Handling Process

The platform provides support and assistance to beneficiaries through multiple service channels for receiving and processing complaints within specified timeframes.

1) Complaint Reception Channels

Channel	Service Availability
Unified Number (199040)	8:00 AM to 10:00 PM Seven days a week Except Friday from 2:00 PM to 10:00 PM
Email infocs@momah.gov.sa	24/7
Social Media Platform X (BALADY_CS)	24/7
Sign Language	8:00 AM to 4:00 PM Seven days a week Except Friday and Saturday
Chatbot	24/7

2) Complaint Reception Requirements

- A request number submitted through the Balady platform must be available.
- A request has been submitted that exceeds the service level agreement without any action taken.
- Technical challenges are impeding the completion of the request procedures.

3) Complaint Handling Process

1) Complaint Handling Process

- A complaint is opened through one of the service channels.
- The customer is notified of the complaint number via text message.

2) Complaint Response

- Complaint details are verified, and if data is missing, the customer is contacted to provide the required information.
- If the customer does not respond, they are contacted and informed that the data must be provided within three business days to avoid complaint closure.

3) Complaint Processing and Closure

- Complaints are processed.
 - The customer is contacted and informed of the resolution.
 - The customer is notified via text message after the complaint is closed.
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3) Satisfaction Assessment

- Satisfaction is evaluated after complaint resolution through an assessment link sent to the customer.



Expected Complaint Processing Time

Channel	Service Availability	Expected Response Time	Average Processing Time
Unified Number	8:00 AM to 10:00 PM Seven days a week Except Friday from 2:00 PM to 10:00 PM	20 Seconds	10 Business Days
Email	24/7	1 Business day	
Platform X Instant Chat	24/7	15 Minutes	
Chatbot	24/7	Instant	

Escalation

1) Escalation Cases

- The expected complaint processing time has been exceeded.
- A notification is received indicating that a complaint was closed without resolution.

2) Escalation Cases

- Customers may submit an escalation request through the service channels. The specialized team will follow up on the escalation and communicate with the customer.

Privacy Notice

The Ministry of Urban and Rural Affairs portal prioritizes the confidentiality of user and visitor information. Our objective is to provide high-quality service to all beneficiaries. This privacy notice has been prepared to help you understand the nature of the personal data we collect from you, the purpose of collecting and processing such data, and the importance of being aware of how the Ministry of Urban and Rural Affairs uses your personal data and your rights regarding the processing of your personal data, in accordance with relevant regulations and legislation in the Kingdom of Saudi Arabia.

Beneficiaries of Ministry services and visitors to the electronic portal and all service platforms (or channels) must regularly review the privacy notice when updates are made. Please note that the Ministry is not required to announce any updates made to this notice. Your use of the portal indicates that you have reviewed and agreed to it and any ongoing amendments made to it. You are solely responsible for the completeness, accuracy, and truthfulness of the data you submit through this portal.



Why Do We Collect and Use Your Personal Data (Purposes)?

Your personal data is collected and used for several reasons, including:

- To fulfill the data required for providing services (such as **commercial licensing services, completion services, and other services**).
- To allow beneficiaries to access government services and conduct transactions.
- To understand beneficiary needs to improve products and services.
- To resolve and address any inquiries or complaints you may have and improve the beneficiary experience across all Ministry communication channels.
- To collect and process personal data to meet legal and regulatory requirements.
- To analyze data and produce internal reports that serve necessary business requirements, such as statistical reports.



