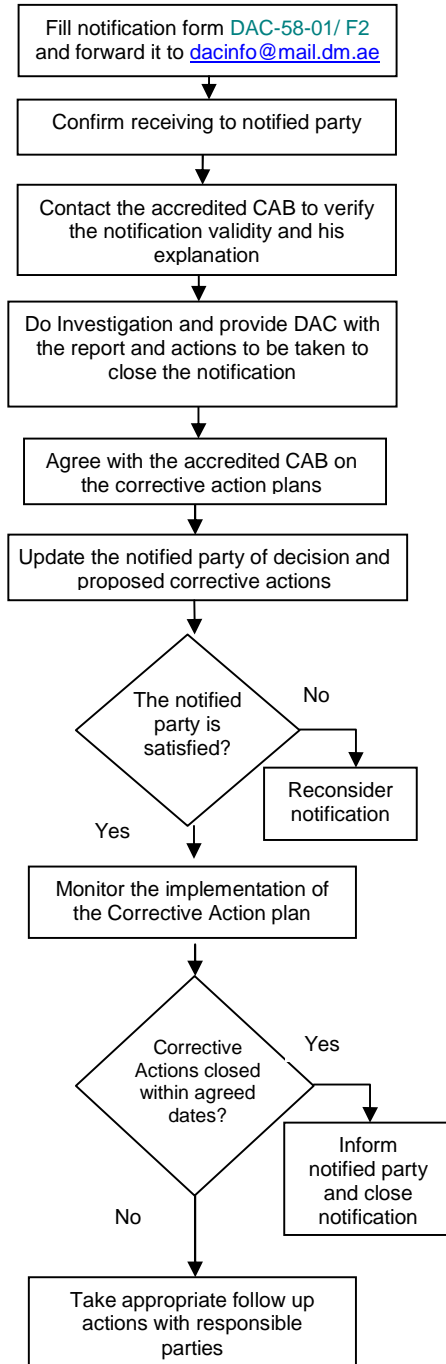


Notification Flowchart

Notification: is a written statement/ report submitted to DAC (dacinfo@mail.dm.ae) by the public regarding one of department's customer (an accredited / registered conformity assessment Body) who does not comply with national / international standards and specifications.

Complaint is a written statement/ report submitted to Dubai Municipality (<https://www.dm.gov.ae>) by a client expressing dissatisfaction with the actions or transactions made by DAC to obtain a service or method of submission.



For complaints; DAC follows Dubai Government's Unified Customer Complaints system. All received complaints shall be forwarded to the Customer Relations Department-Suggestions and Complaints Section who will contact the complainant and take full details regarding the complaint.