

Customers Charter

Version 2 (2025)



<https://www.dc.gov.ae/>

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Dubai Courts Strategic Plan

The Dubai Courts Strategic Plan — with its purpose, objectives, and targeted outcomes — represents a renewed commitment to all stakeholders in the judicial sector of the Emirate of Dubai. It also reflects the vision of the political leadership at both the federal level of the United Arab Emirates and the Emirate of Dubai.



Vision

Judicial Leadership and justice for a global city



Mission

To achieve swift and fair justice through an integrated judicial system and innovative services accessible to all, thereby contributing to global trust in Dubai.



Core Values

- ▶ Justic
- ▶ Judicial Independence
- ▶ Integrity
- ▶ Agility
- ▶ Integration



Strategic Pillars

- ▶ Leading Judicial Performance
- ▶ Integrated Judicial Services
- ▶ Future-Ready Institutional Capabilities
- ▶ Advanced Judicial Digital Ecosystem

Official Working Hours

Official working hours in Dubai Courts are as follow:



When Visiting in Person (Customer Reception)

- ▶ Main Building
- ▶ Personal Status Court Building
- ▶ Labour and Enforcement Court Building

Monday to Thursday: 8:00 AM - 3:00 PM

Friday: 8:00 AM - 11:30 AM



When Contacting Us (Inquiries and Calls)

- ▶ Call Center: (04) 334 7777
- ▶ WhatsApp: (04) 334 7777
- ▶ Live Chat: Available on the official website

Monday to Thursday: 7:30 AM - 3:30 PM

Friday: 7:30 AM - 11:30 AM



Communication Channels

Dubai Courts provides multiple communication channels to engage with customers and the wider community. These channels aim to raise awareness of the services offered, the procedures for obtaining them, and the requirements involved.



Social Media



@DubaiCourts



WhatsApp

Contact us via WhatsApp: +971 4 334 7777



Email

Use the "Contact Us" service on our website or email us directly:
info@dc.gov.ae



Live Chat

Available on the official website and mobile app:
[Click here](#)



Call Center

Call us for assistance: +971 4 334 7777



Dubai Courts Visit Request

- ▶ Call us for assistance: +971 4 334 7777
- ▶ A service for government and private entities to request official visits via: [Click here](#)



Dubai Courts Leaders Are at Your Service

A service enabling customers to meet Dubai Courts leadership to share feedback and suggestions: [Click here](#)



Service Delivery Channels

Dubai Courts is committed to facilitating customer access to its services by offering a wide and integrated range of service delivery channels that cater to the needs and requirements of all customer segments, including People of Determination. This reflects the Court's dedication to excellence in delivering judicial and legal services.



Dubai Courts Buildings

- ▶ Main Building
- ▶ Personal Status and Inheritance Court Building
- ▶ Labour and Enforcement Court Building



Comprehensive Government Service Centers ("Al Ahdeed")

11 centers

- ▶ You can view the list of centers and their locations by visiting the following link: [Click here](#)



Official Website

- ▶ The website provides customers with comprehensive and detailed information about all transactions and services offered by the Courts: [Click Here](#)



Smart Application - Smart Petitions

- ▶ A mobile app that enables users to submit case-related requests digitally



Call Center

- ▶ A direct communication channel to respond to customer inquiries and provide support: +971 4 334 7777

Dubai Courts has set specific standards for each service channel, including accessibility standards for People of Determination. Key performance indicators (KPIs) are in place to ensure that services are delivered in accordance with these standards and are regularly measured.

Our Locations

Main Building

Bur Dubai, Umm Hurair 2, Riyadh Street, next to Al Maktoum Bridge
Makani Number: 3089993465.



 [Click here](#)

Personal Status Court Building

Deira, Al Garhoud, Street 5, next to the RTA Headquarters
Makani Number: 3427491952



 [Click here](#)

Labour and Enforcement Court Building

Al Awir area
Makani Number: 4914482430



 [Click here](#)



Unified Platform 04 for Suggestions, Feedback, and Complaints between Dubai Government and its Customers

To access the platform, click the link ([Click here](#))

Dubai Courts analyses the feedback received from its customers, including developmental comments and suggestions. This process involves both quantitative and qualitative analysis of customer insights, alongside a continuous improvement approach to enhance the Court's operations based on the feedback and proposals provided by customers.

To ensure reaching all segments of its customers regardless of their backgrounds and languages, Dubai Courts has launched several innovative initiatives. These include direct meetings between Court leadership at various levels and customers to listen to their opinions, suggestions, and complaints (if any), followed by directives to implement feasible proposals. Additionally, the Court has established a Service Level Agreement (SLA) which is regularly monitored and reviewed to ensure the highest standards of service delivery. This guarantees all services are provided with quality, efficiency, and effectiveness, supported by training and development programs focused on enhancing customer happiness. The Court strives to reach all customers through suitable channels that save their time, effort, and money.

Dubai Courts also participates in open forums organized across Dubai and other Emirates to introduce the services it provides to customers. The Court runs media campaigns on various occasions and publishes service information in multiple languages to raise awareness of its procedures.

Dubai Courts is committed to the concept of human-centered justice, reflected in its innovative initiatives aimed at simplifying procedures and improving public interaction. Through "Bureaucracy Zero" labs, the Courts work to eliminate complexities and streamline processes to ensure easy and efficient access to justice. Service Innovation Labs serve as incubators for developing new and improved judicial solutions that leverage technology to offer more convenient and transparent services. Moreover, brainstorming sessions and community meetings held in residential neighborhoods foster direct communication with the public, allowing citizens to express their feedback and concerns directly. This enhances trust and transparency between the judicial system and the community, ensuring a justice system that responds effectively to people's needs.

Customer Happiness Equation

Dubai Courts is committed achieving customer happiness through a shared responsibility among our employees, our institution, and our customers:



The Proud Employee Delivering Outstanding Services



Taking the initiative to provide an impressive experience for the customer and dedicating themselves to service delivery that achieves customer happiness.



Embracing the motto “**We Pledge to Make You Happy**”, characterized by welcoming with a smile, making a positive first impression, showing respect and courtesy, active listening, professionalism, initiative in offering help, empathy, consideration, positivity, and innovation in service delivery.



The Dedicated Entity Committed to Customer Happiness



Developing services based on customer needs and global trends in the judiciary sector while implementing the motto “**We Work to Make You Happy**”. This is achieved by maintaining a welcoming environment that promotes a culture of happiness and positivity, providing fast and simplified services, listening to customers, involving them in service development, and fostering a one-team approach to delight the customer.



The Proactive and Positive Customer



Actively seeking to participate by providing constructive suggestions that contribute to designing innovative services that bring happiness to themselves and other customers. Assisting the Courts in implementing the motto “**Help Us Make You Happy**” by providing accurate and updated information, and sharing their happy and positive experiences with others.



Customer Happiness Equation

Customer Happiness Equation

AN EMPLOYEE IS PROUD TO
PROVIDE OUTSTANDING
SERVICES

+

ENTITY DEDICATED TO
CUSTOMER HAPPINESS

+

THE PROACTIVE AND
POSITIVE CUSTOMER

=



WE UNDERTAKE TO
MAKE YOU HAPPY

1. Welcoming with a smile
2. Distinguished first impression
3. Respect and tact
4. Good listening
5. Professionalism and initiative in providing assistance
6. Understanding and consideration
7. Positivity
8. Innovation in service provision
9. Dedication to making customers happy
10. Providing an impressive experience for customers



WE WORK TO MAKE
YOU HAPPY

1. Providing a hospitable environment that promotes a culture of happiness and positivity
2. Providing fast and simplified service
3. Ensuring individualism in the customer experience
4. Providing service to ensure customer comfort.
5. Providing the service to ensure customer happiness.



HELP US TO MAKE
YOU HAPPY

1. Providing correct and updated information
2. Providing constructive notes and innovative and positive suggestions
3. Participating in the service design.
4. Contributing to the service's future expectations.
5. Sharing the happy and positive experiences with others

Customer Happiness



We Pledge

Our Commitment:

- ▶ We will provide you with a welcoming environment that fosters a culture of happiness and positivity.
- ▶ We will treat you with respect, care, and friendliness.
- ▶ We will deliver services that are fair, equitable, and timely.
- ▶ We will provide you with the requirements and timelines for each service.
- ▶ We will strive to offer services at times and through channels that best suit your needs whenever possible.
- ▶ We will respond to your requests promptly and without delay.
- ▶ We will ensure you receive accurate information and proper service procedures.
- ▶ We will listen to your voices.
- ▶ We will collaborate with you in developing our services.

What We Expect from You for Outstanding Service

- ▶ Provide accurate and up-to-date documents.
- ▶ Offer developmental feedback and suggestions.
- ▶ Share your positive and happy experiences.



We Pledge

Our Commitment to People of Determination

We believe that people of determination are an essential part of our community, and we are committed to ensuring their full and equitable access to all our services without discrimination by:

- ▶ Providing fully accessible physical and digital environments suited for various physical, visual, hearing, and cognitive disabilities.
- ▶ Offering supportive services such as sign language interpretation, screen readers, visual translation, and accompaniment upon request.
- ▶ Providing multiple communication channels tailored to their needs to facilitate their participation.
- ▶ Training our staff to deliver specialized and sensitive services catering to people of determination.
- ▶ Involving them in the design and improvement of services and independently measuring their satisfaction

What We Expect from People of Determination for Outstanding Service

- ▶ Inform us of any special needs or additional support that could enhance your service experience.
- ▶ Share any challenges you face in accessing or using our services to ensure continuous improvement.



Success Measure

Dubai Courts is dedicated to the continuous improvement of its services for all customers, including People of Determination. We employ a comprehensive approach to measure and enhance service quality, which includes: reviewing the best global, federal, and local practices in customer service, conducting customer satisfaction surveys, collecting developmental feedback and suggestions, and implementing a mystery shopper program.

The data gathered from these methods is rigorously analyzed to identify areas for improvement. This enables a proactive approach to quality management and fulfilling our commitment to exceed your expectations and aspirations.

To formalize this commitment, Dubai Courts Department and its senior management emphasize their commitment to providing outstanding services that bring happiness to their customers and exceed their expectations. The courts ensure measuring their commitment to this charter by establishing Customer Happiness Performance Indicators for all initiatives and projects implemented within this framework. These indicators are regularly monitored and evaluated as follows:

Standards



We will provide you with a hospitable environment that promotes a culture of happiness and positivity



We will treat you with respect, care, and friendliness

Performance Indicators

- ▶ Results of the Mystery Shopper Study
- ▶ Customer Happiness Survey

- ▶ Results of the Mystery Shopper Study
- ▶ Customer Happiness Survey: degree of cooperation and respect by employees during service delivery and understanding of customers' needs

Standards



We will provide you with services that guarantee justice, equality, and speed



We will provide the requirements and timelines for the completion of each service



We will strive to provide services at times and through channels that suit you as much as possible



We will respond to your requests in a timely manner without delay



We will provide you with accurate information and proper service procedures

Performance Indicators

- ▶ Results of the Mystery Shopper Study
- ▶ Service Performance Indicator – Waiting time and service delivery
- ▶ Customer Happiness Survey: fairness, equality, and care in providing services to all customer categories

- ▶ Results of the Mystery Shopper Study
- ▶ Service Performance Indicator – Waiting time and service delivery

- ▶ Results of the Mystery Shopper Study
- ▶ Service Availability (total service hours available)
- ▶ Ease of access to service (number of available service channels)
- ▶ Ease of access to service (number of forms of information availability for customers)

- ▶ Results of the Mystery Shopper Study
- ▶ Service Performance Indicator – Waiting time and service delivery

- ▶ Results of the Mystery Shopper Study
- ▶ Customer Happiness Survey: availability, accuracy, and clarity of service requirements and procedures, accuracy in service delivery with minimal errors and time

Standards



We will listen to your voices through developmental feedback and suggestions



We will share with you in developing services



Providing accurate and updated information and documents



Sharing positive and happy experiences



Spatial environment readiness for people of determination

Performance Indicators

- ▶ Number of developmental feedback submissions via the 04 platform
- ▶ Number of suggestions submitted via the 04 platform
- ▶ Number of complaints related to difficulty in accessing services
- ▶ Customer Happiness Survey: speed of response by the department to customer requirements, inquiries, suggestions, and service improvements

- ▶ Number of brainstorming sessions conducted with customers
- ▶ Indicators for achieving the objectives of the 360 Service Development Policy

- ▶ Results of the Mystery Shopper Study
- ▶ Customer Happiness Survey: transparency in service procedures and stages

- ▶ Customer Happiness Survey
- ▶ Instant happiness indicator via service channels

- ▶ Results of the Mystery Shopper Study – People of Determination Criterion
- ▶ Number of sites/facilities equipped for accessibility for people of determination (entrances, elevators, dedicated parking, etc.)

Standards



Digital environment readiness for people of determination



Providing support services for people of determination



Efficiency of communication channels for people of determination



Training employees on serving people of determination



Involvement of people of determination in service development

Performance Indicators

- ▶ Results of the Mystery Shopper Study – People of Determination Criterion
- ▶ Compliance rate with digital accessibility standards (WCAG) for websites and electronic services

- ▶ Number of support cases provided (sign language, companions, screen readers, etc.)

- ▶ Results of the Mystery Shopper Study – People of Determination Criterion
- ▶ Variety of available communication methods (visual, audio, simplified, sign language, etc.)

- ▶ Percentage of frontline employees trained to serve people of determination

- ▶ Number of improvements implemented based on suggestions from people of determination
- ▶ Results of employee happiness surveys from people of determination

Standards



Responding to individual needs



Addressing challenges in access and usage

Performance Indicators

▶ Number of reports or requests received from people of determination regarding special needs or additional support, and fulfilled

▶ Number of challenges addressed by people of determination