



Dubai Courts Customers Charter

Dubai Courts Strategy

Vision

Pioneering and Internationally Distinguished Courts.

Mission

To realize effective justice characterized by accuracy and speed and to provide accessible judicial services.

Values

Justice and transparency, Judiciary independence, Tolerance, Innovation, Teamwork.

Official working hours

Based on the change of the weekly work system in the Emirate of Dubai starting from 01 January 2022, The official working hours in Dubai Courts are as follows:

When visiting (we welcome customers):

Main Building, Personal Status Court and Special Court of Inheritance, Labor and Execution Court Building, Al Barsha Mall Service Center

Monday to Thursday, 8:00 am to 3:00 pm

Friday 8:00 am to 11:30 am

Service Center in Al Barsha Traffic Department, Wafi Service Center, Government Service Centers

Monday to Thursday, 8:00 am to 7:30 pm

Friday 8:00 am to 11:30 am

When calling (we receive your inquiries and calls):

Call center (04/3347777), WhatsApp (04/3347777), instant chat on the website

Monday to Thursday, 7:30 am to 3:30 pm

Friday 7:30 am to 11:30 am

Communication channels

Dubai Courts provides several means of communication with its customers and with the community in general to introduce the services it offers and the mechanisms for obtaining them, as well as raise awareness of the requirements for obtaining services, in addition to its pages on social media sites, particularly Twitter, Instagram, and YouTube.



Facebook

Dubai Courts - محاكم دبي



Youtube

Dubai Courts



Twitter

DubaiCourts



Instagram

Dubaicourts

Service Provision Channels

Dubai Courts provide 3 buildings (the main building, Personal Status Court and Special Court of Inheritance, the labor and execution court building) and 4 external service centers (Wafi Center, Al Barsha Center, Al Barsha Traffic Department, Al Yalayis), and a group of government service centers (6 centers), in addition to a call center and a smart application and website (www.dc.gov.ae), which the customer can benefit from, as it provides comprehensive and adequate information on all aspects of transactions with the Department and its services.

There are also several guidelines that must be adhered to by each service channel defined by Dubai Courts. A series of indicators have been put in place for periodic measurement to verify that those standards provide the service.

Our Location

Main building: Bur Dubai, Umm Hurair 2, Riyadh Street, next to Al Maktoum Bridge.
Makani service code 3089993465.

Personal Status Court and Special Court of Inheritance: Deira, Al Garhoud, Street 5, next to the main building of the Roads and Transport Authority.
Makani service code 3427491952.

Labor and Execution Court Building: Al Awir.
Makani service code 4914482430.

Wafi Service Center: Dubai, Umm Hurair 2, Wafi Mall, 1st floor.

Service Center - Al Barsha Traffic Department: Al Quoz Industrial 3, General Traffic Department Building, Al Barsha District, Sheikh Zayed Road.

Service Center - Al Barsha Mall: Al Barsha 2, Al Barsha Mall.

Complaints and Suggestions System

The Dubai Courts analyze customer feedback, including developmental observations and suggestions. As part of this process, a quantitative and qualitative analysis of customer insights is conducted, as well as continuous improvement on the Department's operations is implemented based on customer feedback.

Dubai Courts launched several innovative initiatives in order to reach customers from a wide range of segments and languages. These included direct meetings with customers of various levels by department leaders, listening to their opinions, suggestions, and complaints, and instructing them to implement feasible proposals, as well as drafting a service level agreement to follow up. The level of commitment shall be periodically monitored to ensure that the best services are provided to our customers, to ensure that all services are provided within the standards of quality, efficiency, and effectiveness, and to train and develop talents that focus on enhancing customer happiness by seeking to reach them all through the appropriate channels for them, in a manner that reduces time, effort, and costs.

To define its customers' services, Dubai Courts also participates in open forums in the Emirate of Dubai and various regions. To introduce its procedures, the Department manages media campaigns and publishes service data in multiple languages.

Customer Happiness Equation

Dubai Courts are keen to provide services that achieve customer happiness through:

Employees are proud to provide outstanding services:

Taking the initiative in delivering an impressive customer experience and dedication to assisting to achieve happiness.

Adopting the slogan "we pledge to make you happy" and having the characteristics of welcoming customers with a smile, giving a distinguished first impression, respect, good listening, professionalism, and lead in providing assistance, understanding and consideration, positivity, and innovation in service provision.

Entity dedicated to customer happiness:

Our slogan "We work to make you happy" is based on the needs of our customers and the global trends in the field of court work. We strive to provide a hospitable environment that promotes happiness and positivity, provide fast and simplified service, listen to our customers, engage them in developing services, and work together in a team spirit.

The proactive and positive customer:

The customer seeking and participation by providing constructive suggestions that contribute to the design of innovative services that create happiness for him and the rest of the customers, and by providing accurate and up-to-date information and sharing the happy and positive experiences with others, helping the courts achieve the slogan "Help us to make you happy."



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 undertake

Our commitment to you:

We will provide you with a hospitable environment promoting a culture of happiness and positivity.

We will treat you with respect, care and courtesy.

We will provide you with a service that includes justice, equality, and speed.

We will provide you with the requirements and deadlines for each service.

We will work to provide the service at times and through the channels that suit you as much as possible.

We will respond to your requests on time and without delay.

We will provide you with accurate information and proper service procedures.

We will listen to your voice.

We will partner with you to develop services.

What we ask of you to provide you with a distinguished service:

Providing us with correct and updated documents.

Providing us with developmental comments and suggestions.

Sharing with us the positive, happy experience.

Measuring our Success

To improve the quality of services provided to customers, Dubai Courts employ many methods to measure the success and quality of current benefits. Access to international, federal, and local best practices in customer service, the use of customer satisfaction surveys, the collection of customer observations and suggestions, and the Mystery Shopper Program are just a few of the ways Dubai Courts strive to achieve this goal. The data collected by Dubai Courts is also analyzed to identify areas of service for improvement in order to take a proactive approach in managing the quality of services and meet our commitment to exceeding your expectations.

It is the aim of Dubai Courts Department and its senior management to provide distinguished services that exceed the expectations of their customers. All initiatives and projects implemented in this framework are measured periodically by the courts to determine their commitment to the Charter, including the following customer happiness performance indicators:

Standards	Performance Indicator
We will provide you with a hospitable environment that promotes a culture of happiness and positivity	Customer happiness survey
We will treat you with respect, care and smiles	Customer happiness survey: The degree of cooperation and respect among employees during the provision of service and understanding of the customers' needs.

Standards	Performance Indicator
We will provide you with a service that includes justice, equality and speed	Service performance indicator - waiting and serving Customer happiness survey: The extent of equality, justice and interest in providing services to all categories of customers
We will provide you with the requirements and deadlines for each service	Service performance indicator - waiting and serving
We will work to provide the service at times and through the channels that suit you as much as possible	Service availability (total service hours available) Ease of access to the service (the number of channels available to provide the service) Ease of access to the service (number of forms of information availability for customers)
We will respond to your requests on time and without delay	Service performance indicator - waiting and serving
We will provide you with accurate information and proper service procedures	Customer happiness survey: The availability, accuracy and clarity of the requirements of procedures for obtaining the service, the extent of accuracy in the implementation of the services provided in terms of the lack of errors and time
We will listen to your voice, when you provide development comments and suggestions	Number of development comments received from customers Number of suggestions received from the customers Number of comments received regarding the difficulty of accessing the service Customer happiness survey: How quickly the Department responds to customer requirements: Inquiries, suggestions, improvements to the services provided)

Standards	Performance Indicator
We will partner with you to develop services	Number of brainstorming sessions carried out with customers Methodology of customer involvement in service design
Providing correct and up-to-date information and documents	Customer happiness survey: The extent of transparency in the procedures and stages of service delivery
Sharing with us the positive happy experience	Customer happiness survey Instant happiness indicator through service channels

