

Policy for Complaints Handling and Disputes Resolution

ISO 10002:2018 & ISO 10003:2018

The Sharjah Airport Authority is committed to providing a high-quality travel experience and services to all categories and segments of society, in line with its mission: "To offer a safe travel experience and innovative services for everyone by working with our partners within a work environment that supports innovation and contributes to driving growth in the Emirate of Sharjah." The Authority believes in the right of its customers to submit complaints and disputes, considering them a key entry point for the process of developing and improving the operations and services provided.

This policy expresses the Authority's commitment to implementing effective systems for handling complaints and disputes, providing various mechanisms to meet customer requirements, and ensuring that their complaints are addressed efficiently and flexibly in line with the culture of excellence and service delivery that the Authority adopts. It also reflects the commitment of the senior management of the Sharjah Airport Authority to managing the complaints and disputes system efficiently and effectively, ensuring its ease of use, impartiality, confidentiality, and reliability of the information provided by the customer. The system is monitored and audited regularly in accordance with best practices followed locally and internationally and in compliance with relevant laws and regulations.

The system is designed in accordance with the requirements of ISO 10002:2018 and 10003:2018 standards and is continuously developed based on global best practices. The Authority is keen to handle issues related to complaints and disputes responsibly and positively, ensuring the root causes of problems are addressed and guaranteeing they do not recur in the future.

