

# Customer Charter

Tadweer (Center OF Waste Management - Abu Dhabi) is keen to achieve excellence in service provision that not only attains your satisfaction but also exceeds your expectations.

## OUR COMMITMENT TO YOU

- We will treat you with courtesy, respect and a smile.
- You will receive high standards and fair service
- We will cater to your needs professionally and to the best of our ability
- We will provide our services through a helpful and knowledgeable team that is understanding and capable of answering your questions
- We will provide you with services requirements, realistic expectations and completion times for each service
- You will be attended to in a timely manner
- We will reduce the number of steps required to complete a service in the easiest and most efficient manner
- We will provide you with accurate information and error-free service in the easiest and most efficient manner
- We will provide you with a multi-channel service and ensure that we serve at your convenience, whenever possible
- We welcome your feedback and suggestions to serve you better

## YOUR COMMITMENT TO US

- Appreciate efforts of the staff members at your service and treat them with mutual respect
- Provide identification documents when requested
- Provide the supporting documents required to complete a service
- Inform us immediately of any changes to information provided or in case of error
- Inform us immediately of any changes that may affect service provision
- Respond in a timely manner to queries of staff to ensure timely service and quality

