General Complaints Flow

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DUBAI INSURANCE
CARE & COMMITMENT SINCE 1970

EMAIL
complaints@dubins.ae

CONTACT CENTER
800 DUBINS (382467)

WEBSITE
Submit a complaint

Complaints recieved via various channels

Complaint Registration & Acknowledgement
Your complaint will be registered and acknowledged within one business day. A unique complaint reference number will be provided to you for future reference.

Complaint Analysis & Investigation

Review & Validation

Your complaint is being reviewed and validated through our Maker and Checker process to ensure it is appropriately assessed before a decision is made.

MAKER
Conducts the initial review of the complaint and supporting documents, and prepares the proposed decision for Checker review and approval.

CHECKER
Reviews, validates, and approves or rejects the Maker's proposed decision.
The Checker is the final decision-maker on behalf of the department.

Complaint Decision
Your complaint has been reviewed and a decision has been made.

Complex Complaints – Delay Notification
In case additional time is required to resolve a complex complaint, we will inform you of the expected delay and provide an update .

Customer Notification

We will contact you with the outcome of your complaint.

Complaint Closed

Root Cause Analysis

Corrective Action

Corrective & Preventive Action (CAPA)
Where applicable, corrective and preventive actions are taken to address the complaint and help prevent recurrence.

Escalation (if customer is not satisfied)

For medical-related complaints, should you remain dissatisfied with the outcome, you may escalate the matter to the **Dubai Health Authority (DHA), where applicable.**

Escalation to Sanadak
Should you remain dissatisfied with the outcome of your complaint, you may escalate the matter to Sanadak, the UAE's independent platform for the resolution of financial and insurance-related complaints.
Submit a Complaint - Sanadak