



Complaint Escalation Guide

We listen, respond, and put things right

DD.MM.YYYY

Name of owner



What we mean by a complaint



A complaint is an expression of dissatisfaction with our products, services, processes, or the service you have received.

It may relate to a policy, claim, or any interaction with HAYAH where you expect us to investigate or resolve an issue.

Our commitment

At HAYAH, every complaint is handled with fairness, transparency, and accountability, in line with UAE regulations and your policy terms.

We will always:

- Listen carefully and understand your concern.
- Treat every complaint fairly and respectfully.
- Keep you informed throughout the process.
- Work towards a timely and fair resolution.
- Continuously improve our services based on your feedback..





Channels to log a complaint

Reach us however is easiest for you. Every channel reaches the same team.



Call us

800 HAYAH (800 42924)



Visit our website

<https://hayah.com/contact-us>



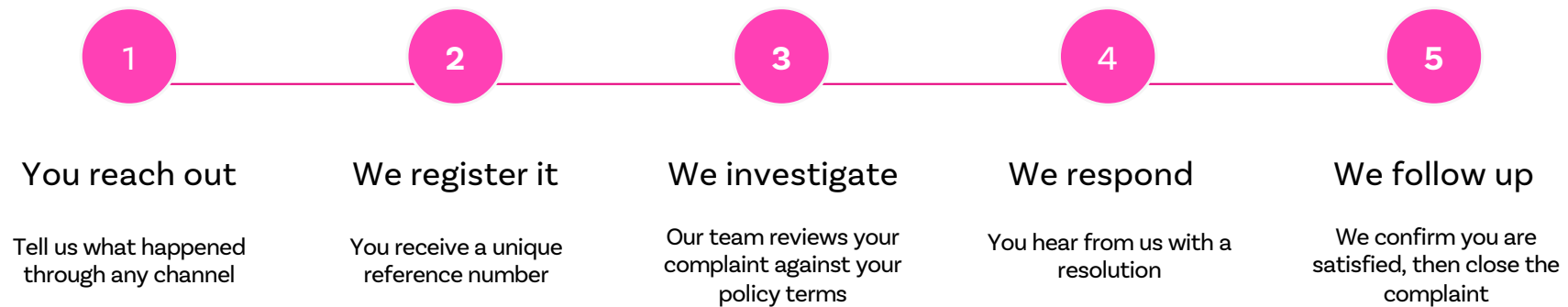
Email us

complaints@hayah.com





How we handle your complaint



We aim to resolve every complaint within **30 business days**. If you're not satisfied with the outcome, you can escalate your complaint to the relevant regulator.





Need further support?

If you're not satisfied with our final response, you may escalate your complaint to the appropriate regulator using your Complaint Reference Number.

Sanadak

For all insurance related complaints

<https://www.sanadak.gov.ae/en/make-a-complaint/>

DOH

For health insurance complaints
in Abu Dhabi

<https://www.doh.gov.ae/en/Request-For-Submitting-Health-Insurance-Complaint>

DHA

For health insurance complaints
in Dubai

<https://complaints.dha.gov.ae/web/DHAAPP/client/home>





Thank you

We value every piece of feedback



☎ +971 800 42924

✉ Complaints@hayah.com
Contact@hayah.com

in HAYAH Insurance

@ @hayah_insurance

✕ @hayah_insurance

@ @hayahinsurancecompany

f HAYAH Insurance

