

# Gulf News at your service

We pursue your complaints because we believe in empowering our readers

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Is the customer king? *Gulf News* believes it should always be the case. This is why *Gulf News*' readers' section took up the task of handling your complaints.

As a service to our readers, we process all consumer complaints related to key services. This platform has been open to our readers for many years but, on January 9, we decided to highlight your concerns by publishing them on the Your Turn page, under the title 'Your Complaints'. This was for the benefit of a wider audience — so that consumers would understand the process of how we tackle complaints and

also to encourage consumer-oriented companies to provide better service to the community in the future.

Although we may not publish certain complaints of a personal nature, rest assured, we still pursue them.

Since 2001, we have processed about 5,000 complaints, demanding answers on the behalf of readers from municipalities, telecom service providers, banks, electricity and water authorities, the Roads and Transport Authority, consulates and embassies, and other public utilities. For more general complaints, we guide our readers to departments that would be able to help them, or alert our Nation or Business sections to further investigate the matter.



## HONOUR LIST

We present the honour roll — a list of companies grouped based on how well they respond to reader complaints processed by *Gulf News*.

Based on the complaints that we have handled since January, we found that a few stand out. They were evaluated based on speed of response, clarity of resolution and customer satisfaction. Although these organisations resolved most complaints, some issues were beyond their control and they are often bound by company policies. In such instances, we evaluate the matter and, if necessary, publish the complaint so that the authorities could take further action.

We commend the following companies for their co-operation and efficiency in responding to our complaints:

- Citibank
- Commercial Bank International
- The Royal Bank of Scotland
- Emirates-NBD
- RAK Bank
- HSBC
- Wall Street Exchange
- Jazeera Airways
- Etihad Airways
- Etisalat
- E-Vision
- Du
- Orbit TV

## RUNNERS UP

There are also companies, which did not act as swiftly as they could. We realise that some complaints take longer to process, but we encourage these companies to keep us informed, and help increase efficiency.

A list of companies that were not as cooperative or helpful as we had hoped they would be:

- British Airways
- Jet Airways
- Noor Islamic Bank
- Standard Chartered Bank
- Mashreq Bank
- Abu Dhabi Commercial Bank

## SHAME LIST

Finally and sadly, there are also organisations that did not cooperate, despite repeated reminders. This is unfortunate because good customer service is necessary for positive and sustained growth.

We urge these organisations and companies to make customer service their highest priority. This time we have refrained from naming them, hoping that they will improve their service. But if they continue to be uncooperative, we will publish their names the next time around.

If you feel you have been wronged by a service-based organisation or want to resolve an issue, email us at [readers@gulfnews.com](mailto:readers@gulfnews.com) and we will try our best to be of service to the community.