



الهيئة السعودية للمياه
Saudi Water Authority

Complaint Escalation Service User Guide

Consumer Protection Deputyship



Document Update Cycle

This document is updated as needed.

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Introduction

Service Description

As part of its efforts to enhance the quality of water services in the sector, the Saudi Water Authority has launched the Complaint Escalation Service, enabling consumers to escalate complaints related to the service provider in cases of dissatisfaction with the resolution or delay in handling the issue.

Objective

This guide aims to raise consumer awareness of their rights related to service delivery in the water sector, as well as to clarify how to benefit from these rights effectively.

Scope

- Service Eligibility Requirements
- Steps to Escalate a Complaint
- Complaint Handling Stages



Channels

Complaint escalation service on the Saudi Water Authority portal



Individual

Escalating Complaints Request

This service allows beneficiaries to escalate their complaints to the Authority if the complaint was closed by the service provider without resolution, or if ten (10) business days have passed without a response.

[Go To Service](#)



Steps to Escalate a Complaint

Steps

1. Access the official website of the Saudi Water Authority.
2. Select the “Escalating Complaints Request” service.
3. Enter the reference number of the complaint submitted to the service provider along with the complaint details.
4. Attach supporting documents if necessary.
5. Acknowledge the accuracy of the provided information.
6. Submit the escalation request.
7. Follow up on the request through the available channels.



Service Eligibility Requirements

Requirements

1. The complainant must be the consumer or the property owner.
2. A previous complaint with a reference number must exist with the service provider.
3. The consumer has 30 business days to escalate the complaint from the date it was closed by the service provider.
4. A complaint may be escalated if the service provider does not respond within 10 business days, or if the consumer is dissatisfied with the resolution.



Complaint Handling Stages

Stages

1. Receiving the complaint.
2. Reviewing the complaint.
3. Requesting additional information from the consumer if needed.
4. Verifying the service provider's actions.
5. Ensuring the complaint has been resolved.
6. Notifying the consumer of the outcome.



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