



الهيئة السعودية للمياه
Saudi Water Authority

User Guide: Complaint Escalation Service

Date: February 2026
Version: 1

First: Service Description

Service Name:

Complaint Escalation Service

Service Description:

This service allows beneficiaries to escalate their complaints to the Saudi Water Authority (SWA) when a service provider fails to resolve the complaint within ten (10) working days from the submission date, or when the complaint has been closed without a satisfactory resolution. The escalation must be submitted within thirty (30) days from the date the complaint was closed.

Service Objectives:

- Enable the Saudi Water Authority to perform its regulatory and supervisory functions by ensuring that service providers comply with applicable laws and regulations.
- Safeguard beneficiaries' rights and ensure that complaints are processed in accordance with approved legal procedures.
- Improve the quality of water and sanitation services and strengthen regulatory compliance within the Kingdom's water sector.

Target Groups:

- Beneficiaries of water and sanitation services.



Second: Terms and Requirements

1. The applicant must be the actual beneficiary of the service or the relevant service owner.
2. A prior complaint must have been submitted to the service provider.
3. Either ten (10) working days must have elapsed without resolution, or the complaint must have been closed without a satisfactory outcome.
4. The complaint reference number registered with the service provider must be provided.
5. The escalation request must be submitted within thirty (30) days from the date the service provider closed the complaint.

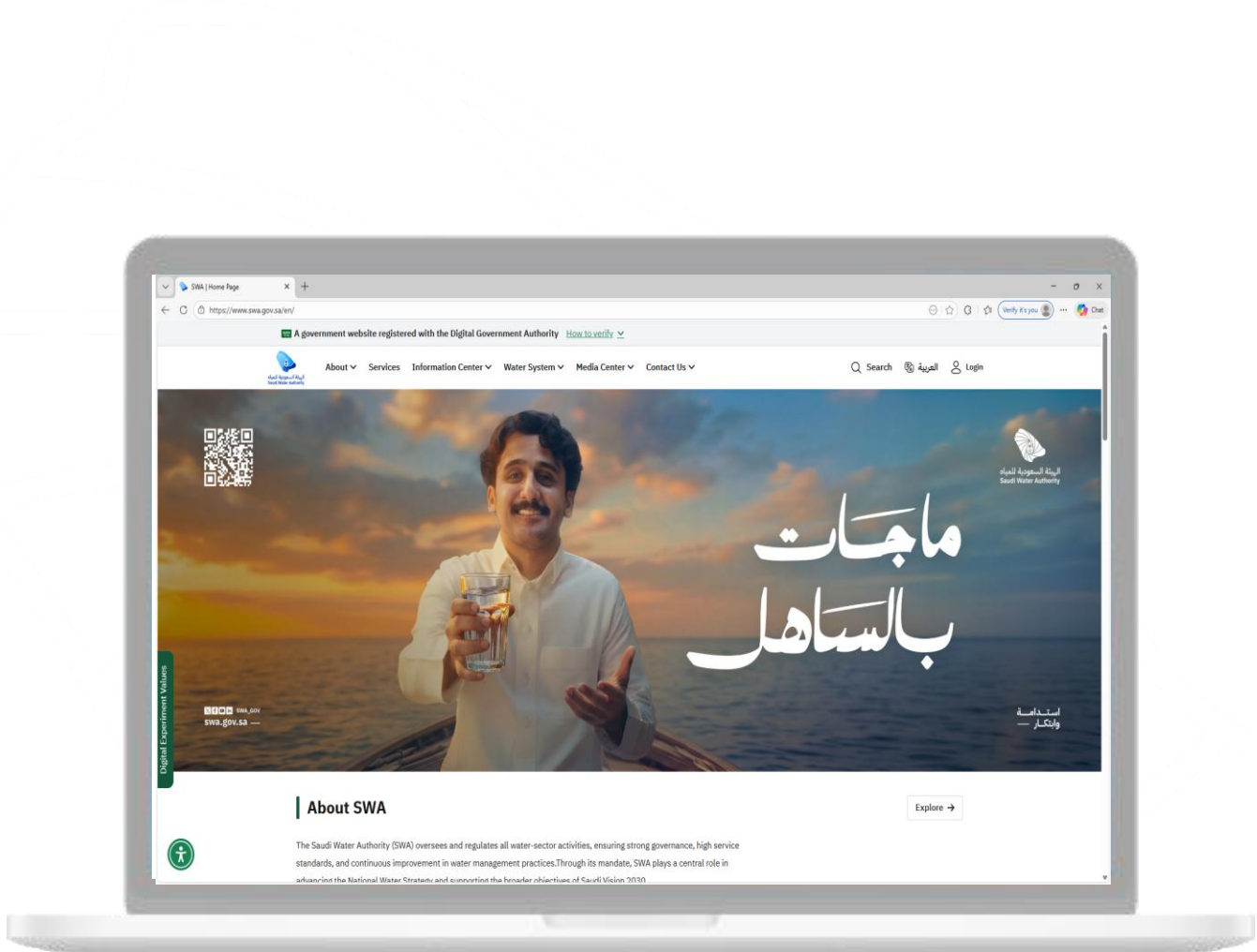
Regulatory Notice:

The Authority's role is limited to regulatory oversight and verification of compliance. It does not undertake the operational resolution of complaints.



Third: Steps to Access the Service

1. Visit the Saudi Water Authority website:

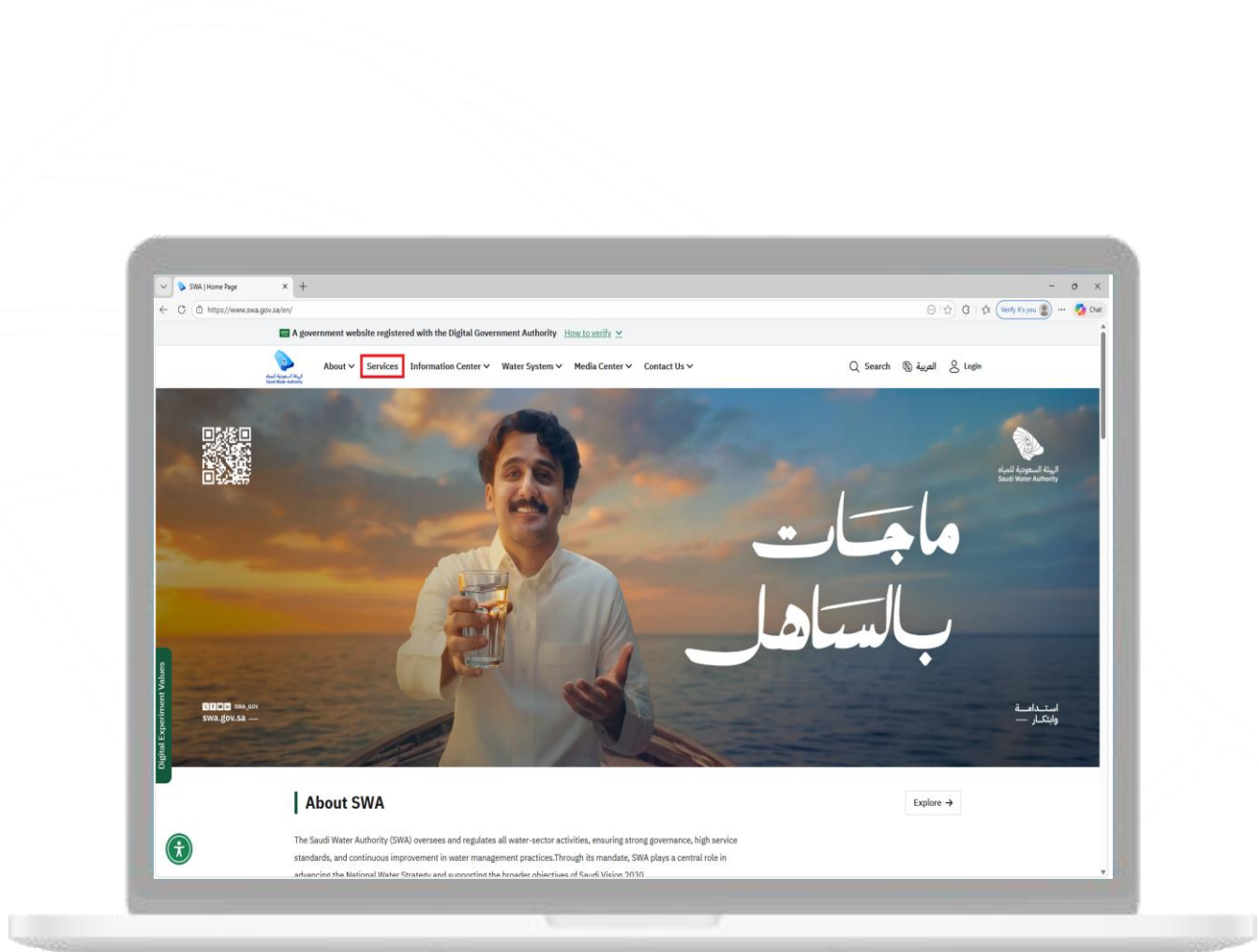


Click here to visit the website



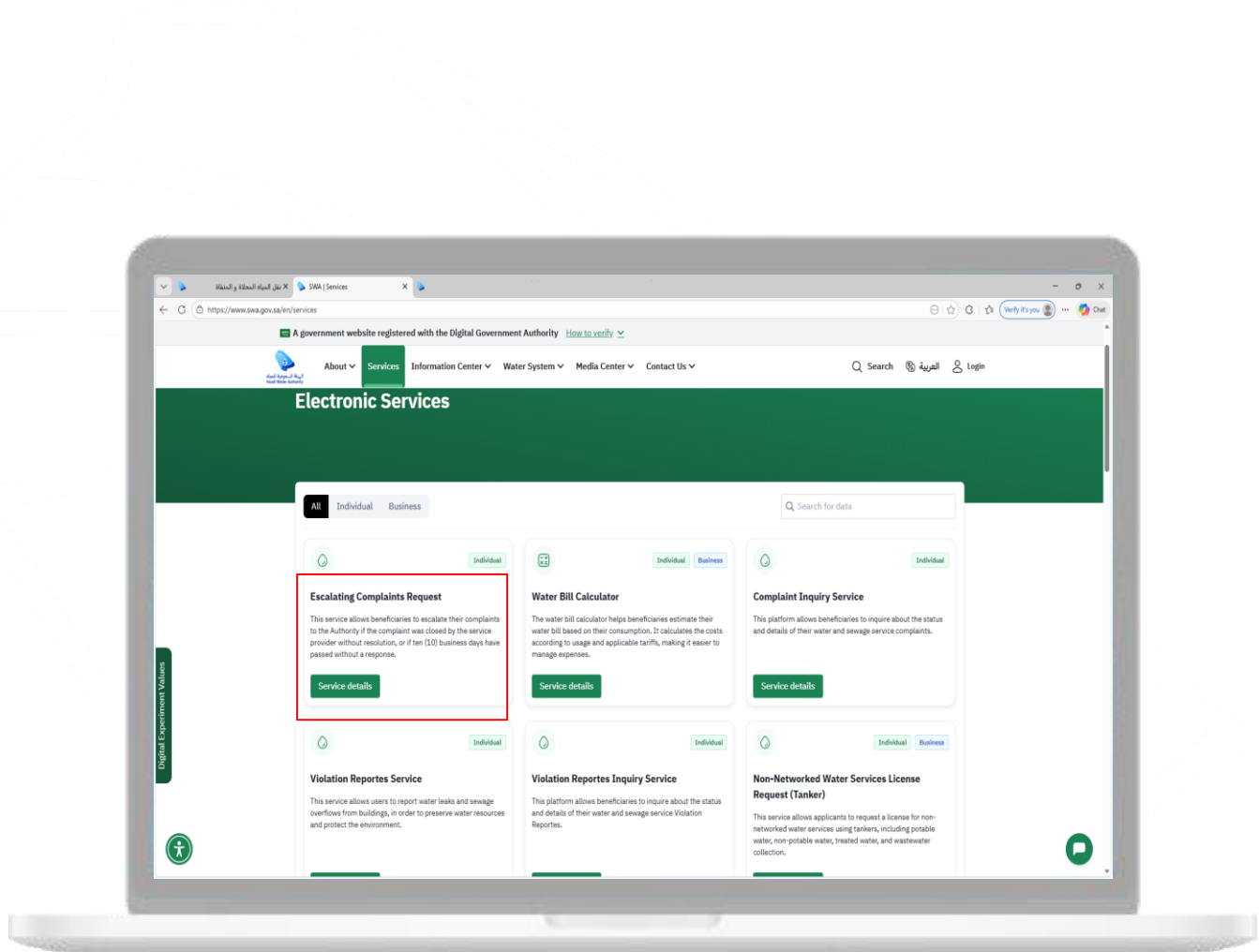
Third: Steps to Access the Service

2. Navigate to the Electronic Services menu.



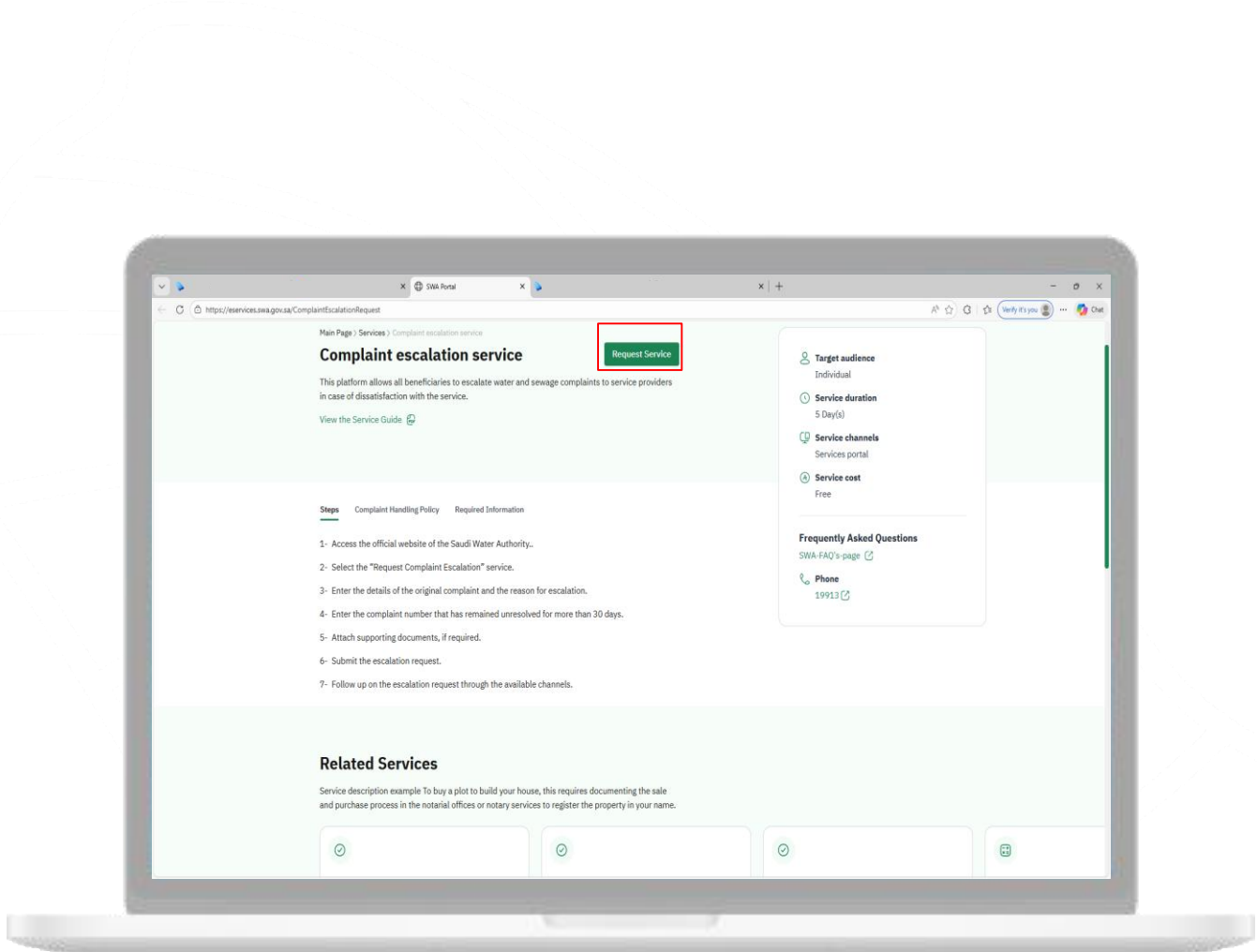
Third: Steps to Access the Service

3. Select the "Complaint Escalation" service.



Third: Steps to Access the Service

4. Click on "Start Service."



Third: Steps to Access the Service

5. Fill out the Personal Information section

The screenshot shows a web browser window displaying the 'Complaint escalation service' page. The page has a green header with the title and a brief description: 'This platform allows all beneficiaries to escalate water and sewage complaints to service providers in case of dissatisfaction with the service.' Below the header, there are two main sections: 'Personal Information' and 'Complaint Details'. The 'Personal Information' section is highlighted with a red box and contains the following fields:

- First Name ***: Enter your first name
- Last Name ***: Enter your last name
- National ID/Iqama ***: Enter your National ID or Iqama
- Phone Number ***: e.g., 05xxxxxxxx
- Region ***: Select Region (dropdown menu)

The 'Complaint Details' section contains the following fields:

- Related Entity ***: Select related entity (dropdown menu)
- Complaint Number ***: Enter previous complaint number
- Complaint Subject ***: Briefly describe the issue (text area, 0 / 100 characters)
- Complaint Message ***: (text area)
- Upload File (Optional - Max 5 files)**: (file upload area)



Third: Steps to Access the Service

6. Fill out the Complaint Details

Complaint Details

Related Entity *
Select related entity

Complaint Number *
Enter previous complaint number

Complaint Subject *
Briefly describe the issue
0 / 120 characters

Complaint Message *
Please provide a detailed description of your complaint...
0 / 120 characters

Upload File (Optional - Max 5 files)
Drag and drop files here to upload
Maximum file size allowed is 5MB, supported file formats include .jpg, .png, and .pdf.
You can upload up to 5 files.
[Browse Files](#)

I declare that all information provided is true and accurate, and I bear full responsibility for the accuracy of this data

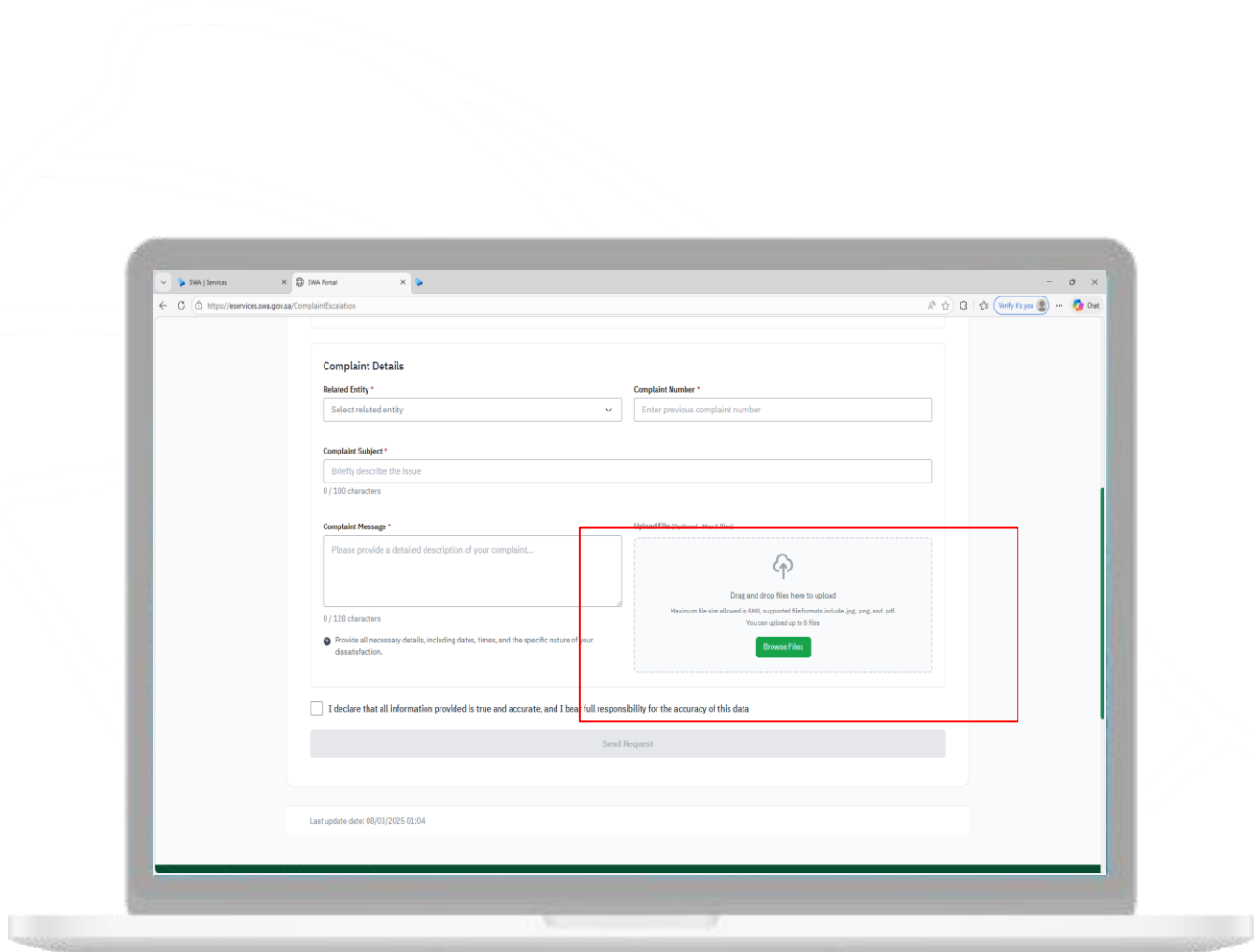
[Send Request](#)

Last update date: 06/03/2025 01:04



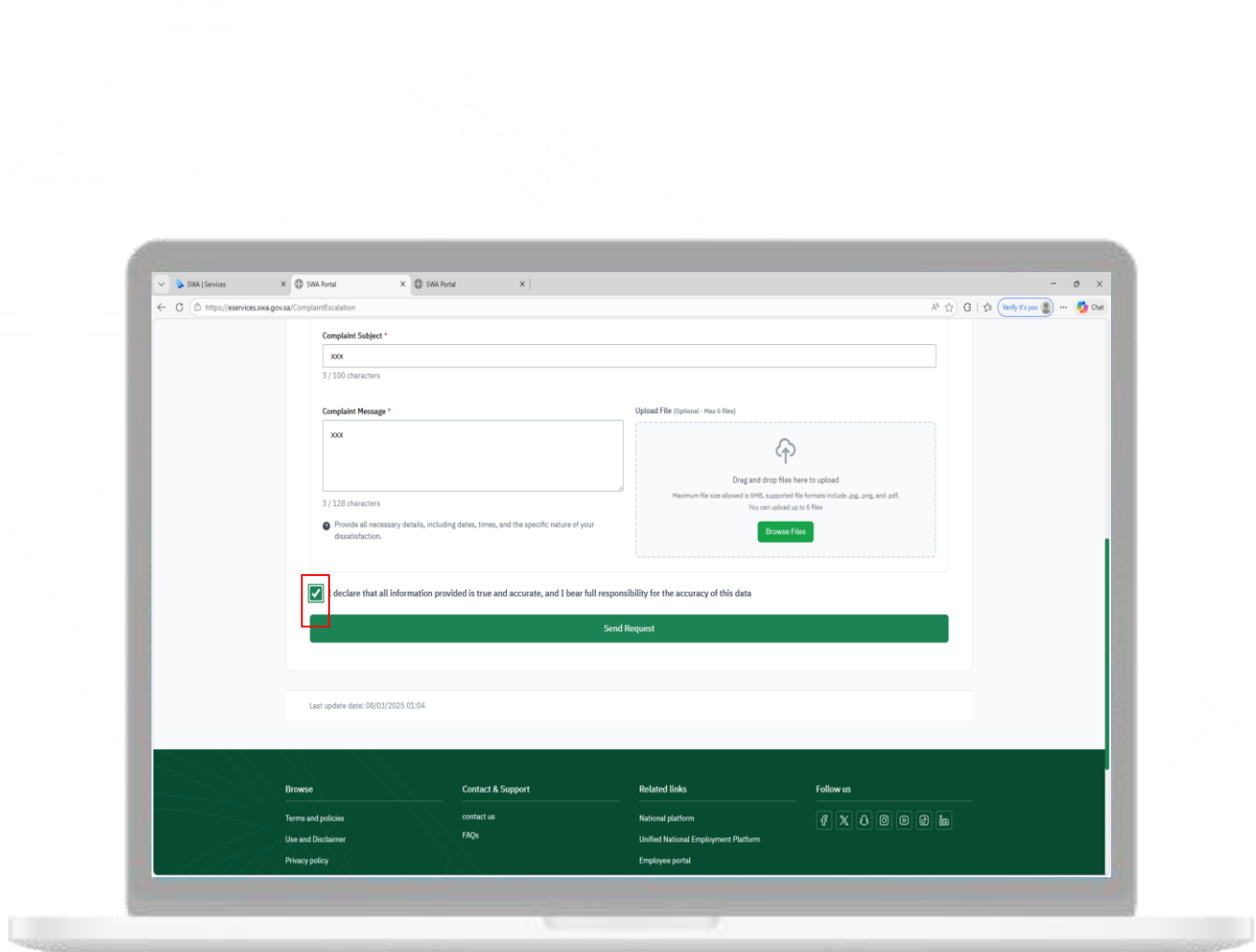
Third: Steps to Access the Service

7. Attach supporting documents in (PDF, PNG, JPG) formats, adhering to the maximum file limit allowed by the system.



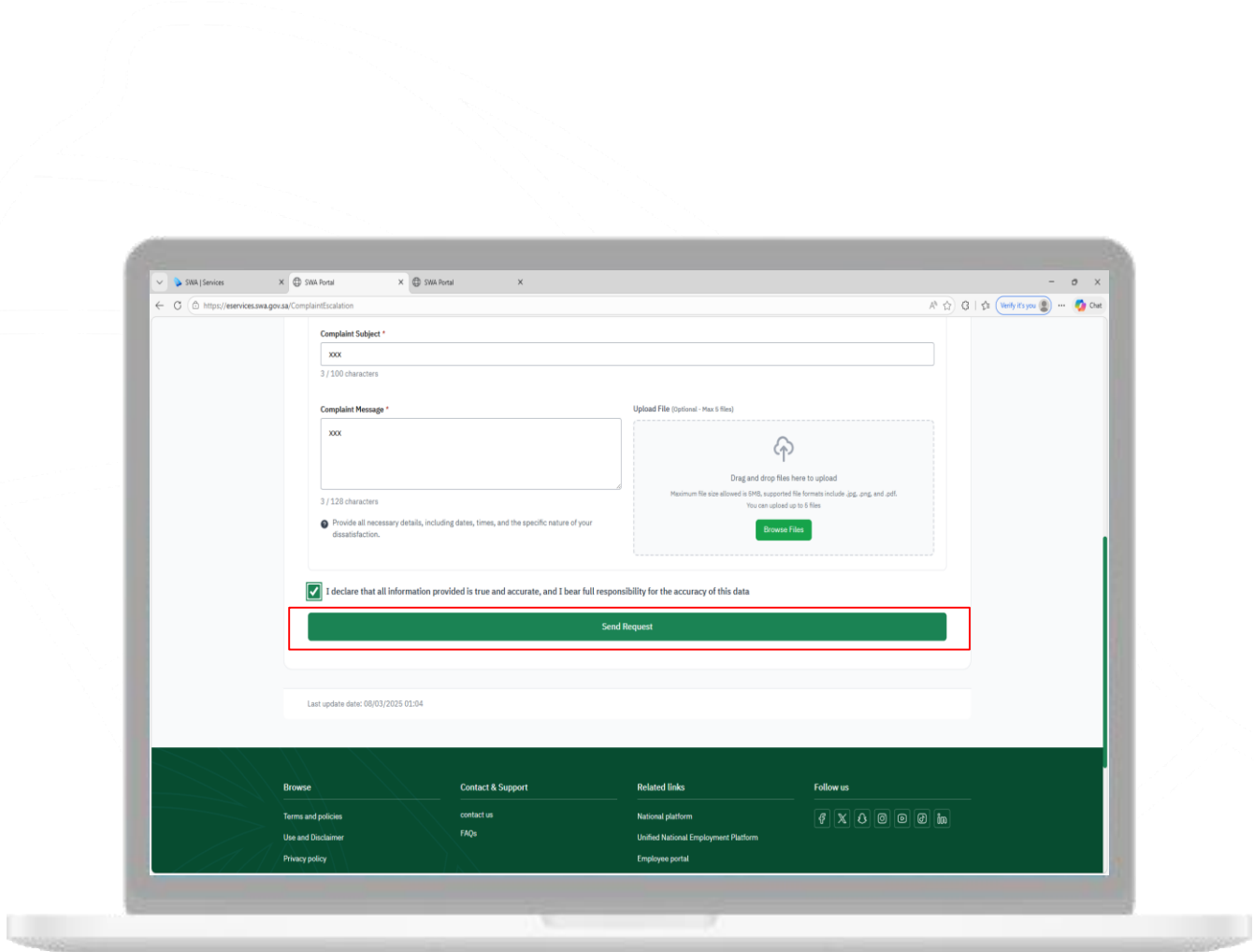
Third: Steps to Access the Service

8. Acknowledge the accuracy of the entered data and assume full responsibility for it.



Third: Steps to Access the Service

9. Click the "Submit Request" button to complete the escalation process.





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