

Complaints & Suggestions

Q2 - 2023



Suggestions Statistics

April

68

May

45

June

89

Total suggestions in Q2

202 Suggestions

Complaints Statistics

	Resolved	Under Processing	Total Complaints
April	3,710	37	3,747
May	4,317	106	4,423
June	4,384	1,012	5,396

Total Complaints in Q2

13,566 Complaints

Key Resolved Complaints & Suggestions



01

Many complaints were received regarding **verification method in accessing the application through biometric** features "face image" only. After analyzing customer complaints, fingerprints were added as an alternative method for verification.

02

Many customer suggestions were received requesting adding an option **to change the type of ritual** after getting the **Udhiya** performed **via Ehsan platform. This option was added.**

03

Many customer suggestions were received requesting **to add donation opportunities during the Hajj season on** Ehsan platform. **This option was added.**





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Saudi Data & AI Authority