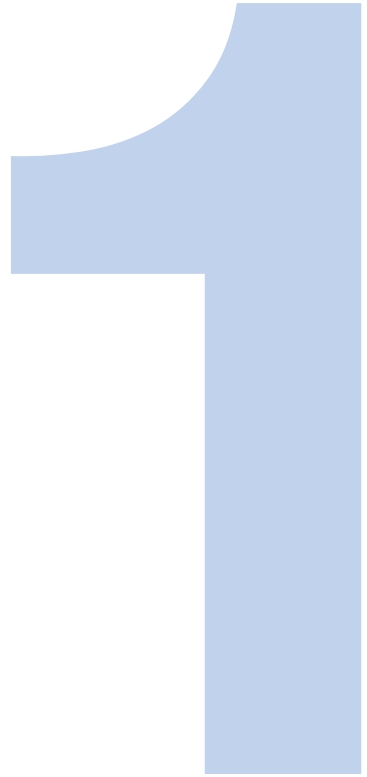


Complaints and Suggestions Report

Q4 - 2024



Suggestions

Suggestions Statistics

Suggestions Received by Month

Total	December	November	October
90	36	20	34

2



Complaints

Complaints Statistics

Complaints Received by Month

Total Complaints	Resolved	Under Processing	Month
6,919	6,886	33	October
7,219	7,084	135	November
5,003	3,644	1,359	December

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Key Complaints & Suggestions



Key Resolved Complaints & Suggestions



- **National Single Sign-On (Nafath):**

- 1- Enabling users to search the list of service providers and sort by sector type.
- 2- Enhancing the platform interfaces.

- **Tawakkalna Platform:**

- 1- Enabling users to update their phone numbers automatically.

- **Ehsan Platform:**

- 1- Adding a search feature that covers the entire platform.
- 2- Adding an Awqaf field to recurring donations.