



User Guide

Customer Complaint Handling



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Introduction

This guide aims to clarify the mechanism for receiving and handling requests through an integrated and unified system for providing customer support by enabling the offered electronic services that comply with these standards. This aims to enhance and raise customer satisfaction regarding request processing, in accordance with the service delivery timelines outlined in the guide. Any delays resulting from the customer's failure to provide all required information, or from requests that require interaction with a third party (such as other entities), are excluded from the specified service timeframe

Note: Customers must comply with the service terms and conditions as outlined in.

["Customer Charter"](#)

Mechanism for Receiving and Handling Requests

Support, empowerment, and assistance are provided to clients through a range of communication channels, ensuring prompt interaction and response to clients' messages, requests, and complaints received through these channels. The best measures and procedures are applied to address them within the specified timeframe. Requests, inquiries, and suggestions are received through any of the following channels:

الدعم والمساعدة

<p style="text-align: center;">موقع إدارة الخدمة الصندوق</p> <p style="font-size: 8px;">أرجح الخط - أوجح - أوجح - أوجح - أوجح</p> <p style="font-size: 8px;">من الساعة 9:00 صباحاً إلى 5:00 مساءً</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">التفاصيل</p>	<p style="text-align: center;">الاستفسار عن حالة طلب</p> <p style="font-size: 8px;">ساعات تشغيل: 7 / 24</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">التفاصيل</p>	<p style="text-align: center;">تواصل معنا</p> <p style="font-size: 8px;">تتضمن جميع الخدمات: التوظيف والتدريب والتأهيل والتوظيف.</p> <p style="font-size: 8px;">من الساعة 9:00 صباحاً إلى الساعة 5:00 مساءً</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">تواصل معنا</p>	<p style="text-align: center;">الخدمة العملاء</p> <p style="font-size: 8px;">رقم الهاتف: 800122000</p> <p style="font-size: 8px;">من الساعة 9:00 صباحاً إلى الساعة 5:00 مساءً</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">400022000</p>	<p style="text-align: center;">إدارة التذرع</p> <p style="font-size: 8px;">من الساعة 9:00 صباحاً إلى الساعة 5:00 مساءً</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">التفاصيل</p>	<p style="text-align: center;">الخدمة الفورية</p> <p style="font-size: 8px;">من الساعة 9:00 صباحاً إلى الساعة 5:00 مساءً</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">التفاصيل</p>
<p style="text-align: center;">الدعم والمساعدة في وسائل التواصل الاجتماعي</p> <p style="font-size: 8px;">من الساعة 9:00 صباحاً إلى الساعة 5:00 مساءً</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">التفاصيل</p>	<p style="text-align: center;">التفويض والمراكز وفرق التوظيف</p> <p style="font-size: 8px;">من الساعة 9:00 صباحاً إلى الساعة 5:00 مساءً</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">التفاصيل</p>	<p style="text-align: center;">البريد الإلكتروني</p> <p style="font-size: 8px;">من الساعة 9:00 صباحاً إلى الساعة 5:00 مساءً</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">hr@hdf.gov.sa</p>	<p style="text-align: center;">محاولة الاتصال</p> <p style="font-size: 8px;">من الساعة 9:00 صباحاً إلى الساعة 5:00 مساءً</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">التفاصيل</p>		

Contact us

If the client wishes to communicate through this channel, a request can be submitted via the website by following these steps:

Submitting a Request

- To submit a request, follow these steps:
Click on the "Support & Assistance" option in the top menu. The following page will appear, then select the "Contact Us" option.

الدعم والمساعدة

<p style="text-align: center;">خدمة العملاء</p> <p>يمكنك الوصول إلينا على الرقم التالي: 8001222030 الوقت المتوقع للرد: أقل من دقيقة</p> <p>تستعد بآرد على استفساراتكم خلال شهر رمضان المبارك في أوقات العمل الرسمية، من الأحد إلى الخميس من الساعة 9:00 صباحاً حتى 3:00 مساءً.</p> <p>تفضل لك تواصلكم معنا.</p> <p style="text-align: center;">8001222030</p>	<p style="text-align: center;">لغة الإشارة</p> <p>تستعد بآرد على استفساراتكم خلال شهر رمضان المبارك في أوقات العمل الرسمية، من الأحد إلى الخميس من الساعة 9:00 صباحاً حتى 3:00 مساءً.</p> <p>تفضل لك تواصلكم معنا.</p> <p style="text-align: center;">التفاصيل</p>	<p style="text-align: center;">المحادثة الفورية</p> <p>يمكننا خدمتكم من خلال المحادثة الفورية الوقت المتوقع للرد: أقل من دقيقة</p> <p>تستعد بآرد على استفساراتكم خلال شهر رمضان المبارك في أوقات العمل الرسمية، من الأحد إلى الخميس من الساعة 9:00 صباحاً حتى 3:00 مساءً.</p> <p>تفضل لك تواصلكم معنا.</p> <p style="text-align: center;">التفاصيل</p>
<p style="text-align: center;">الفرع والمراكز وقنوات التوظيف</p> <p>يمكنك الوصول إلينا على أيام العمل في شهر رمضان المبارك : من الأحد إلى الخميس، فروع هدف من الساعة 10:00 صباحاً إلى 4:00 مساءً مركز هدف من الساعة 10:00 صباحاً إلى 04:00 مساءً</p> <p style="text-align: center;">التفاصيل</p>	<p style="text-align: center;">البريد الإلكتروني</p> <p>تستعد بآرد على استفساراتكم خلال شهر رمضان المبارك في أوقات العمل الرسمية، من الأحد إلى الخميس من الساعة 9:00 صباحاً حتى 3:00 مساءً ومن الساعة 9:00 صباحاً حتى 5:00 مساءً الوقت المتوقع للرد: 2 أيام بعد تلقي.</p> <p style="text-align: center;">info@hrdf.org.sa</p>	<p style="text-align: center;">معاودة الاتصال</p> <p>يمكنكم طلب خدمة معاودة الاتصال لرد على استفساراتكم الوقت المتوقع للرد: خلال ساعات العمل الرسمية إلى حين عمل</p> <p style="text-align: center;">التفاصيل</p>
<p style="text-align: center;">موقع الإدارة العامة للصندوق</p> <p>أروح الطاب - الحج - A الرياض من الأحد إلى الخميس من الساعة 7:00 صباحاً إلى 3:00 مساءً</p> <p style="text-align: center;">التفاصيل</p>	<p style="text-align: center;">الاستعلام عن حالة طلب</p> <p>ساح بشكل فوري - 7 / 24</p> <p style="text-align: center;">التفاصيل</p>	<p style="text-align: center;">تواصل معنا</p> <p>نتمتع بفرصة تقديم الدعم والتوجيه والتفاهات والطلبات بهدف تعزيز جودة الخدمات. من الأحد الساعة 07:00 صباحاً إلى الخميس الساعة 04:00 مساءً الوقت المتوقع للرد : خلال 8 أيام عمل</p> <p style="text-align: center;">تواصل معنا</p>
<p style="text-align: center;">الدعم والمساعدة في وسائل التواصل الاجتماعي</p> <p>الوقت المتوقع للرد: 20 دقيقة</p> <p>تستعد بآرد على استفساراتكم خلال شهر رمضان المبارك في أوقات العمل الرسمية، من الأحد إلى الخميس من الساعة 9:00 صباحاً حتى 3:00 مساءً ومن الساعة 9:00 صباحاً حتى 1:00 مساءً</p> <p style="text-align: center;">التفاصيل</p>		

- The form below will then appear; complete the required information.

الرئيسية > الدعم والمساعدة > تواصل معنا

تواصل معنا

بيانات للاستيفد

رقم الهوية*

تاريخ الميلاد*

الجنس*

العنوان الإلكتروني*

البريد الإلكتروني*

الرقم الجوال*

المنطقة*

البلد*

نوع الطلب*

تصنيف نوع الطلب*

تفاصيل الطلب*

اسحب وأفلت الملفات هنا لتأرجع

يمكن تحميل ملفات بحجم يصل إلى 10 م.ب. فقط. لا يمكن تحميل ملفات بحجم أكبر من 10 م.ب. مع العلم أن الملفات بحجم أكبر من 10 م.ب. سيتم حذفها تلقائياً.

إقرار بصحة البيانات

أقر وأصحب أنا للوضحة بياناتي الخاصة بصحة البيانات التي تم تدوينها على النموذج ، علماً بأنه سيتم إيقاف الطلب في حال وجود نقص أو خطأ في البيانات أو لرفض المطالبة

- You can attach supporting files, if available (not exceeding 10 MB). It is also required to enter the verification code sent to the contact information registered in your personal account

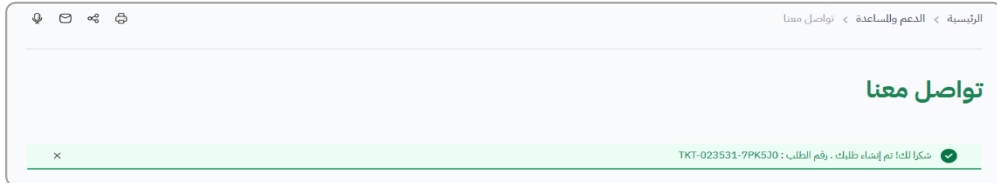
Note:

- 1- Required fields are indicated with an asterisk (*).
- 2- If any of the above fields are entered incorrectly, or if a mandatory field is left blank, the system will highlight the error to the user so they can complete or correct the information and successfully submit the request. For example, if the mobile number is entered incorrectly, the following alert will appear:

The screenshot shows a registration form titled "بيانات المستخدم" (User Data). The form contains several fields, some of which are marked with an asterisk (*) to indicate they are required. The fields are: "رقم الهوية*" (ID Number) with the value "1111111111", "رقم الجوال*" (Mobile Number) which is highlighted with a red border and contains an error message: "رقم الجوال يجب ان يتكون من 10 ارقام ويبدأ بـ 05", "الاسم الكامل*" (Full Name), "تاريخ الميلاد*" (Date of Birth), "البريد الإلكتروني*" (Email Address) with the value "example@example.com", and "المنطقة*" (Region). An orange arrow points to the error message in the mobile number field.

- 3- The customer will be notified of the request number via a confirmation message sent to the contact information (mobile number and email) registered in their account.
- 4- An initial assessment will be conducted, and the data will be reviewed and verified.
- 5- The customer will be contacted if additional information or verification of certain required data is needed.
- 6- The customer will be informed of the processing result through a confirmation message sent to the contact information (mobile number and email) registered in their account.
- 7- The acknowledgment must be accepted for the customer to be able to use the service.

- After clicking **Submit**, you will receive a confirmation message sent to the contact information (mobile number and email) registered in your account, showing the request number and the expected response time, as illustrated below:



Instant Messaging

If the customer wishes to communicate through this channel, they can follow these steps:

- Access the Human Resources Development Fund's website using the following link:

<https://www.hrdf.org.sa/help-support/>

- Click on the Live Chat icon.
- Complete the required information to connect with a representative

Sign Language

If the customer wishes to communicate through this channel, they can follow these steps:

- Access the Human Resources Development Fund's website using the following link:

<https://www.hrdf.org.sa/help-support/>

- Click on the **Sign Language Video Call** icon.
- Complete the required information to connect with a representative

E-mail

If the client wishes to communicate through this channel, they may do so via the following email address: info@hrdf.org.sa.

Social media channels

If the customer wishes to communicate through this channel, they can visit the following link:

<https://www.hrdf.org.sa/help-support/>



Then select the **Support and Assistance** icon under Social Media, where the client can choose one of the following channels:

- X
- WhatsApp

Customer service

If the client wishes to communicate through this channel, they may call the unified number **8001222030**.

Callback service

The client may request a callback service and receive responses to their inquiries by visiting the following link and submitting a service request.

<https://www.hrdf.org.sa/help-support/>



We will contact you during official working hours, from 8:00 AM to 8:00 PM, within two business days.

- When the client category is selected, the following page will appear:

- After clicking on the Inquiry About Request Status icon, the next page will be displayed,
- containing several fields: Request Number, ID Number, and Verification Code. Please fill in the required information and then click Submit.

Note

1. Required fields are marked with an asterisk (*).
2. If the entered information is incorrect or incomplete, you will receive an alert or guidance message to help you correct the inputs and complete this step.
3. Once the request has been processed, a confirmation message will be sent to the mobile number registered in the ticket by HRDF, as well as to the email address registered on the previous page (Crmh rdfadmin@hrdf.org.sa), providing the request number and the response time.

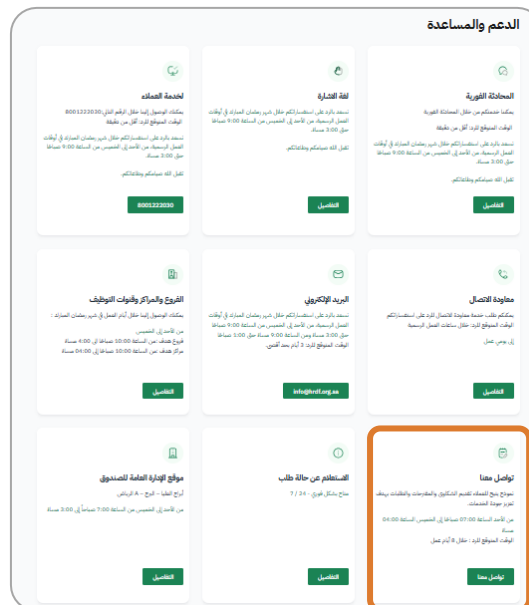
Request Processing

- The request will be processed, and the beneficiary will be notified via the contact information (mobile number and email) registered in their account, according to the request classification as follows:

Service	Standard Response Time
Request	Within 8 business days
Inquiry	Within 8 business days
Technical Issue	Within 8 business days
Suggestions	Within 8 business days

How to Submit a Security Report

- Click on **Support and Assistance** at the top of the page. The following page will appear.
- Then click on the **Contact Us** option:



By selecting **Request Details**, the **Security Report** will appear:

Types of Security Reports

- Unauthorized Access / Breach: Attempts to hack or gain unauthorized access to user accounts.
- Phishing Emails: Suspicious emails or phishing attempts.
- Technical / Software Vulnerability: Observations regarding technical or software vulnerabilities in the platform or any associated systems.
- Suspicious Behavior / Content: Detection of content or behavior that may indicate a potential security exploitation.
- Data / Platform Misuse: Unauthorized use of user data or misuse of the platform.
- Malware: Any indications of malware or dangerous links circulating through the platform.

Note: Please fill in all required fields marked with an asterisk (*).

Escalation

Ticket Escalation

A ticket will be escalated in the following cases:

- ✦ Exceeding the standard processing time for the complaint.
- ✦ Receiving a message indicating the complaint is being processed without actual resolution.
- ✦ Inability to submit a complaint through the available communication channel.

Please note that escalation is handled proactively by the **Customer Care Management** directly with the relevant departments before the client initiates an escalation. You will be notified accordingly.

Frequently Asked Questions

What is the expected time to process a request?

According to the **Requests Processing Schedule**, the expected time for handling requests and reports is calculated based on business days, from Sunday to Thursday during official working hours.

What is the timeframe for completing data/documents when notified?

The client is required to provide the requested data/documents within **5 days** of receiving the notification to avoid closure of the request.

How can the required documents be submitted after receiving a notification?

Documents should be submitted by attaching them to the **same request (ticket)**.

How can a screenshot of a technical issue be shared?

By sending a screenshot and attaching it to the **same request**

What happens if the client does not respond when contacted?

The client will be contacted twice by phone at different times. If there is no response, the request will be closed. A new request can then be submitted.

How can the client track the request?

The client will receive a request number via SMS to the registered mobile number. The processing result will also be communicated via SMS. Additionally, the client can track the request by following the Inquiry About Previous Requests procedure or by contacting any of the available communication channels.

What is the procedure for requests requiring more time than the expected processing period?

Every effort will be made to process requests within the expected timeframe.

However, clients should consider that technical challenges, factors beyond the control of the fund, or involvement of external entities may result in exceeding the standard processing time.

In such cases, requests will be monitored directly and treated with high priority to ensure resolution and closure.

We are pleased to hear from you. You can view more inquiries and benefit from the services and programs offered by the Human Resources Development Fund (HRDF) through the following website link:

www.hrdf.org.sa



صندوق تنمية
الموارد البشرية
HUMAN RESOURCES
DEVELOPMENT FUND



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