

2025



Complaints Reception Guide

Second Edition (March 2025)

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1. Introduction

This guide aims to clarify the mechanism for receiving and handling complaints through a comprehensive and unified system designed to provide support to service beneficiaries and enhance their satisfaction with the processing of complaints and requests. Additionally, the guide includes an overview of the expected resolution time, as well as the approved escalation procedures and cases.

Version Control Table	
Version	Date
1 st Edition	December 2023
2 nd Edition	March 2025

2. Complaint Reception and Handling Mechanism

Support, empowerment, and assistance are provided to beneficiaries through a range of communication channels. A commitment is maintained to interact with and respond to messages, requests, and complaints received through these channels, ensuring the implementation of the best measures and procedures to address them within the specified timeframe.

2.1 Complaint Reception Channels

Channel	Service Availability	Average Response Time
Unified Number Inside Saudi Arabia (920011114)	24/7	Immediate
Unified Number Outside Saudi Arabia (+966920011114)		
Email CustomerCare@mofa.gov.sa	Sunday to Thursday, 08:00 AM – 05:00 PM (GMT +3)	One Business Day
Contact Form on the Saudi Visa Platform		


ChatBot

Response Time
Immediate

Working Hours
24/7


Email
CustomerCare@mofa.gov.sa

Response Time
One Business Day

Working Hours
24/7


Unified Number
920011114

مدة الاستجابة
Immediate

Working Hours
24/7


Platform X

Response Time
Immediate

Working Hours
24/7


Sign Language Support

Response Time
Immediate

Working Hours
24/7

2.2 Complaint Handling Mechanism

2.2.1 Complaint Reception

- Submitting a Complaint Through the Designated Channels:
 - ✓ The complaint can be registered by the assigned employee.
 - ✓ The beneficiary can submit the complaint electronically via the **Saudi Visa Platform**.
- The beneficiary will be notified of the complaint reference number through the platform's notification channels via **SMS**.

2.2.2 Complaint Evaluation and Review

- The complaint data will be reviewed, verified, and undergo an initial assessment.
- The beneficiary will be contacted if additional information or verification is required.
- If the beneficiary does not respond, a notification will be sent via **SMS** requesting the completion of the required information within three (3) business days to avoid complaint closure.

2.2.3 Complaint Processing

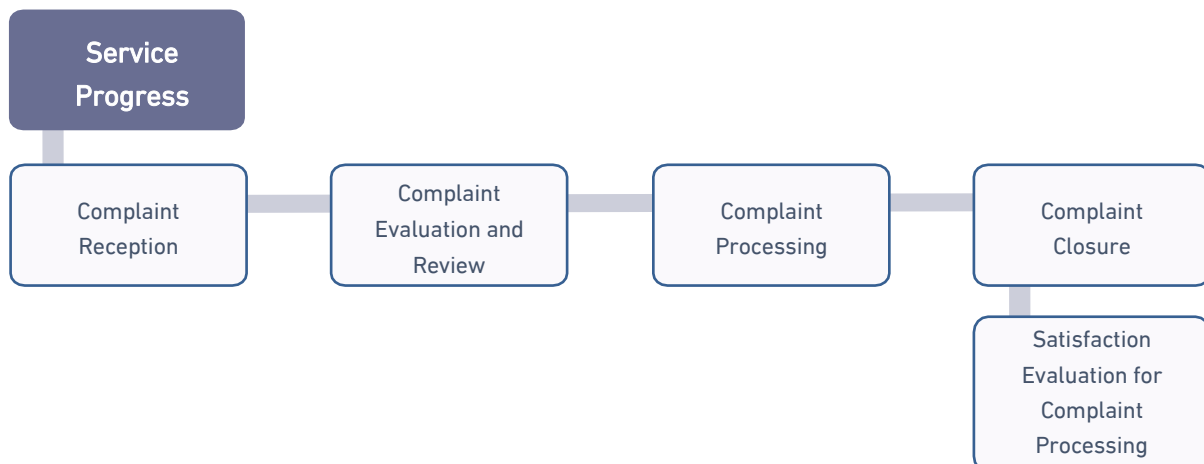
- The complaint will be processed within the specified timeframes
- The beneficiary will be notified of the processing outcome via **SMS**.

2.2.4 Complaint Closure

- The complaint will be closed, and the beneficiary will be notified via **SMS**.
- The beneficiary can contact the support channels and request to reopen the complaint within three (3) business days from the closure notification.

2.2.5 Satisfaction Assessment of Complaint Handling

- Satisfaction evaluation will be conducted after complaint processing through an **SMS** containing a link to a satisfaction survey.



3. Expected Timeframe for Processing Reports and Complaints

Channel	Request Type	Service Availability	Expected Response Time	Average Processing Time
Unified Contact Number	Inquiry	24/7	One Minute	Immediate
ChatBot		24/7	One Minute	Immediate
Email		From Sunday to Thursday, From 08:00 AM to 05:00 PM (GMT +3)	One Business Day	5 Business Days
Contact us' Form				
Platform X				
Unified Contact Number	Suggestion	7/24	One Minute	Immediate
ChatBot		From Sunday to Thursday, From 08:00 AM to 05:00 PM (GMT +3)	-	-
Email				
Contact us' Form				
Platform X				
Unified Contact Number	Feedback	7/24	One Minute	Immediate
ChatBot		From Sunday to Thursday, From 08:00 AM to 05:00 PM (GMT +3)	-	-
Email				
Contact us' Form				
Platform X				

Channel	Request Type	Service Availability	Expected Response Time	Average Processing Time
Unified Contact Number	Complaint	24/7	One Minute	Immediate
ChatBot		From Sunday to Thursday, From 08:00 AM to 05:00 PM (GMT +3)	One Business Day	It depends on the study of the proposal and its applicability in accordance with the regulations.
Email				
Contact us' Form				
Unified Contact Number	Request (Procedural Services)	24/7	One Minute	5 Business Days
ChatBot		From Sunday to Thursday, From 08:00 AM to 05:00 PM (GMT +3)	One Business Day	
Email				
Contact us' Form				
Unified Contact Number	Technical Support	24/7	One Minute	5 Business Days
ChatBot		From Sunday to Thursday, From 08:00 AM to 05:00 PM (GMT +3)	One Business Day	
Email				
Contact us' Form				

4. Procedural Services

If the inquiry category is selected as "**Request**," a sub-list will immediately appear in the electronic form, containing the following "**Procedural Services**":

Procedural Services	Service Availability Time	Expected Completion Time
1- Create a New Account	24/7	Immediate
2- Reset Password	24/7	
3- Update Account Information	24/7	
4- Visa Inquiry	24/7	
5- Inquiry About Invitation Requests	24/7	
6- Issue an Electronic Visa	24/7	
7- Issue a Visa	24/7	10 Business Days
8- Issue an Electronic Invitation Request	24/7	Immediate
9- Issue an Invitation Request	24/7	10 Business Days
10- Cancel a Visa	24/7	Immediate
11- Attest Invitation Requests	24/7	
12- Authorize Visas	24/7	
13- Cancel Visa Authorization	24/7	
14- Electronic Payment Service	24/7	
15- Issue Insurance for Visit Visa Requests	24/7	
16- Link Biometric Data to Visa	24/7	

* Requests requiring additional verification of the applicant's information and necessary security procedures with relevant authorities are excluded, as they take longer to process.

** In case of no response within the specified timeframe, a complaint can be submitted through communication channels.

5. Escalation

5.1 Escalation Cases

- Exceeding the “**Expected Timeframe for Processing Reports and Complaints**”.
- Receiving a message stating that the complaint has been processed (without actual resolution).
- Inability to submit a complaint through communication channels.

5.2 Escalation Mechanism

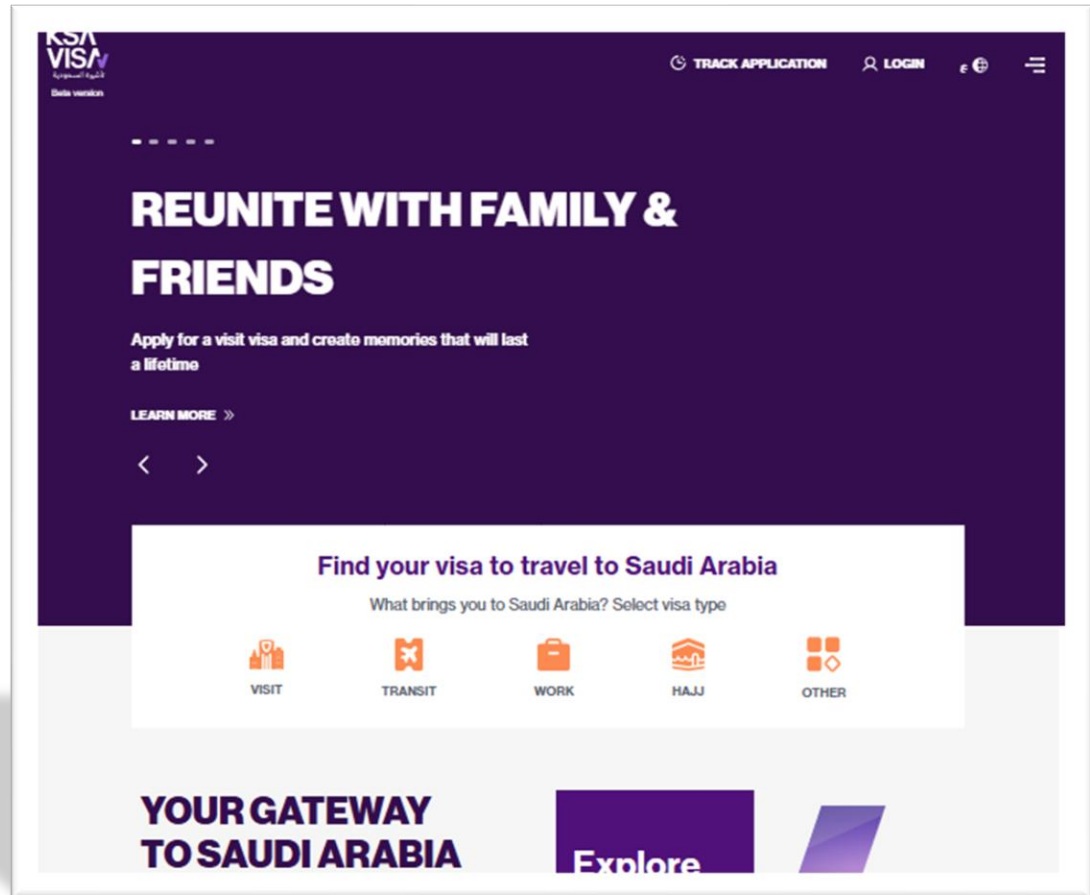
Escalation is carried out, according to the external customer, based on the escalation cases mentioned in this document via email (refer to point 5.1).

Escalation Levels	Communication Channels
L1	CustomerCare@mofa.gov.sa
L2	Call +966920011114

- **First-Level of Escalation (L1):** Escalation to this level is carried out based on the escalation cases mentioned in point 5.1. If the complaint is not resolved within five (5) business days, it will be escalated to the second level.
- **Second-Level of Escalation (L2):** Escalation to this level occurs after (5) five working days have passed if the complaint is not resolved after escalation to the first level.

6. Guidelines for Accessing the Service for Submitting Requests | Complaints | Inquiries

- You can visit the KSA Visa website via the following link (<https://ksavisa.sa/>).



- Scroll to the bottom of the page and click on the "Contact Us" link, as shown below.



- The following page will appear, displaying the **contact** information and the **electronic form**.



Beta version

[TRACK APPLICATION](#)
[LOGIN](#)

Contact us

You're welcome to contact us using the contact details listed below,



920011114

Call center

Service Available : 24/7 | Response Time : 1 Min



00966920011114

From Outside Kingdom

Service Available : 24/7 | Response Time : 1 Min



customer@care@mofa.gov.sa

Email

Service Available : Sunday to Thursday - 08:00 AM to 05:00 PM (+3 GMT)
Response Time : One business day



Contact Us Form

Through the complaints follow-up system

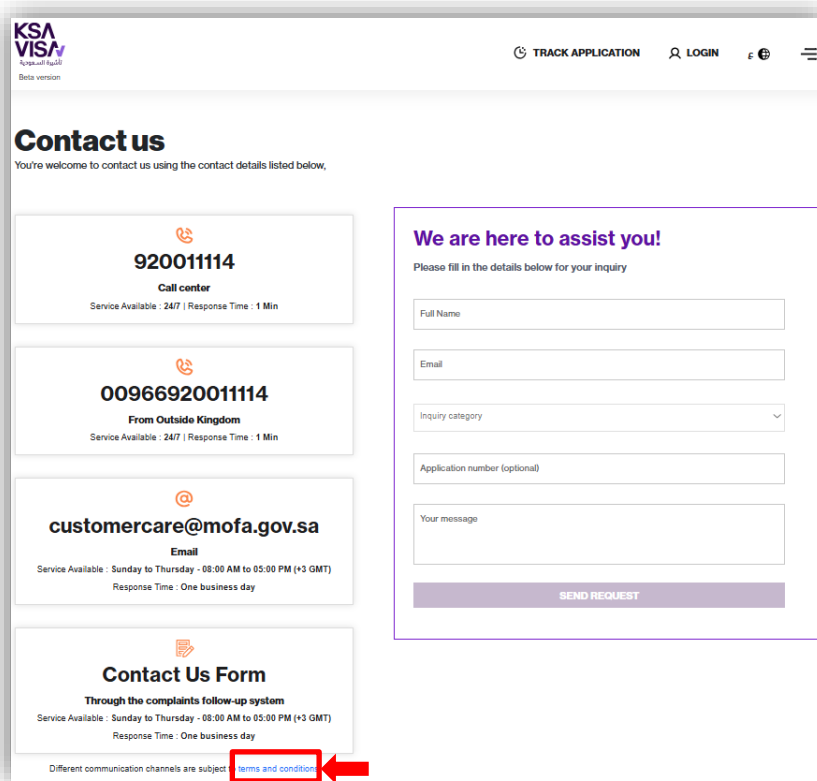
Service Available : Sunday to Thursday - 08:00 AM to 05:00 PM (+3 GMT)
Response Time : One business day

Different communication channels are subject to [terms and conditions](#)

We are here to assist you!

Please fill in the details below for your inquiry

- Please first read the “**Terms and Conditions**”, by clicking on the “**Terms and Conditions**” link at the bottom of the page as shown in the image below.



KSA VISA
Beta version

TRACK APPLICATION LOGIN

Contact us

You're welcome to contact us using the contact details listed below.

920011114

Call center

Service Available : 24/7 | Response Time : 1 Min

00966920011114

From Outside Kingdom

Service Available : 24/7 | Response Time : 1 Min

customercare@mofa.gov.sa

Email

Service Available : Sunday to Thursday - 08:00 AM to 05:00 PM (+3 GMT)
Response Time : One business day

Contact Us Form

Through the complaints follow-up system

Service Available : Sunday to Thursday - 08:00 AM to 05:00 PM (+3 GMT)
Response Time : One business day

We are here to assist you!

Please fill in the details below for your inquiry

Full Name

Email

Inquiry category

Application number (optional)

Your message

SEND REQUEST

Different communication channels are subject to [terms and conditions](#)

- As shown in the previous image, clicking on the <https://ksavisa.sa/contact-us/agreement> link for the **Terms and Conditions** will display the following information. (For more details, refer to **page 17**).



TRACK APPLICATION

LOGIN

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Beta version

Contact us

You're welcome to contact us using the contact details listed below,

Terms and Conditions for Using the Communication Channels of the Saudi Visa Platform

The terms and conditions outlined in this document represent an agreement between the Saudi Visa Platform and the beneficiary who utilizes the services provided through the platform. Therefore, using the platform's communication channels implies implicit acceptance of all the terms and conditions mentioned in this document. Any violation of these terms may subject the user to legal accountability.

General Terms and Conditions:

- By using the communication channels of the Saudi Visa Platform and sharing your personal information, you agree to these terms and conditions.
- Since communication channels and their usage may undergo continuous changes, these terms and conditions may be updated at any time. Any modifications or updates to these terms become effective immediately upon publication on the platform. Therefore, please check this page periodically to stay informed of any updates. Continued use of the platform's communication channels signifies full awareness and acceptance of any modifications without prior notification.

Restrictions on the Use of Communication Channels

By using the communication services, you agree not to engage in the following:

- Interfering with, disrupting, or obstructing the operation of communication channels, networks, or related servers, or performing any actions that may impose an unreasonable or excessive load on the infrastructure of the platform's call center and communication services.
- Using any communication channel to send commercial or unsolicited emails unrelated to the platform's services or engaging in any form of misuse.
- Uploading or providing files through communication forms or channels that contain viruses or corrupted data.
- Publishing, advertising, distributing, or sharing materials or information that include:
- Defamation or legal violations.
- Content that contradicts Islamic teachings or public morals.
- Illegal or prohibited content through the platform's communication channels.

Support Channels

Channel	Service Available	Response Time
Call Center 920011114	24/7	1 Min
Call Center from Outside Kingdom 00966920011114	24/7	1 Min
Email CustomerCare@mofa.gov.sa	From Sunday to Thursday from 08:00 AM to 05:00 PM (+3 GMT)	One business day
Contact Us Form	From Sunday to Thursday from 08:00 AM to 05:00 PM (+3 GMT)	One business day

- Regarding the electronic form on the page, fill in the full name, personal email address, and select the type of request, whether it is an inquiry, **suggestion**, **complaint**, or **procedural service**, as shown in the image below.

We are here to assist you!

Please fill in the details below for your inquiry

Full Name

Email

Inquiry category

- Inquiry
- Suggestion
- Feedback
- Complaint
- Request
- Technical Support

SEND REQUEST

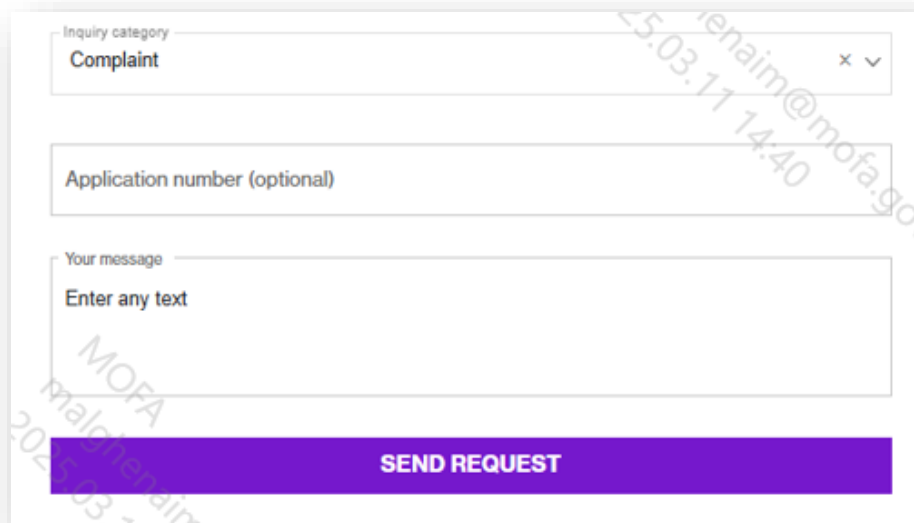
❖ Definition of Each Inquiry Category

- ✓ **Inquiry:** A request for clarification regarding specific information or a service needed by the beneficiary.
- ✓ **Suggestion:** The submission of an idea or recommendation to improve services or enhance current processes.
- ✓ **Feedback:** Sharing an opinion or feedback regarding a particular experience.
- ✓ **Complaint:** A formal expression of dissatisfaction with a specific service or a negative experience encountered by the beneficiary.
- ✓ **Request:** A set of procedural (executive) services related to fulfilling specific requests, such as issuing visas or updating information, etc.
- ✓ **Technical Support:** Requests related to technical support to resolve issues faced by beneficiaries.

❖ Role of Each Inquiry Category:

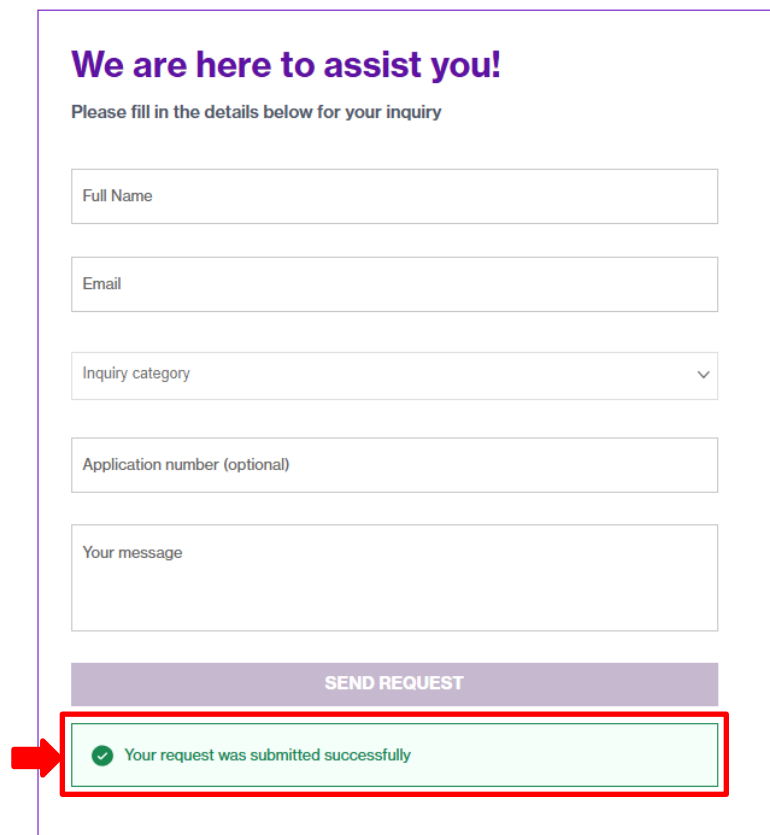
- ✓ **Inquiry:** Aims to provide beneficiaries with the necessary information to understand available services, helping improve their experience and reduce confusion or misunderstandings.
- ✓ **Suggestion:** Helps enhance services by engaging beneficiaries in offering innovative ideas, contributing to continuous development.
- ✓ **Feedback:** Provides valuable feedback that aids in improving service quality and increasing beneficiary satisfaction.
- ✓ **Complaint:** Serves as a tool to improve service quality by addressing issues raised by beneficiaries and ensuring their satisfaction.
- ✓ **Request:** Facilitates official procedures and enables beneficiaries to obtain the required services quickly and efficiently.
- ✓ **Technical Support:** Aims to resolve technical issues that hinder service usage and ensures the smooth operation of systems.

- If the inquiry category is selected as “**Complaint**”, the “**Application Number**” field is optional, i.e., it can be left blank.
- Write the complaint in the “**Your Message**” field as shown below.



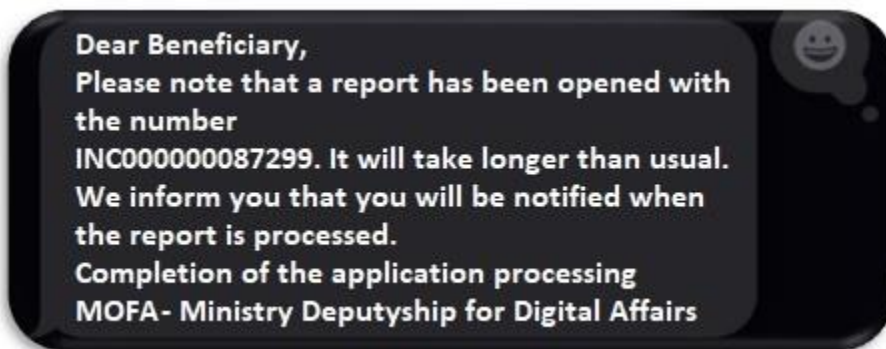
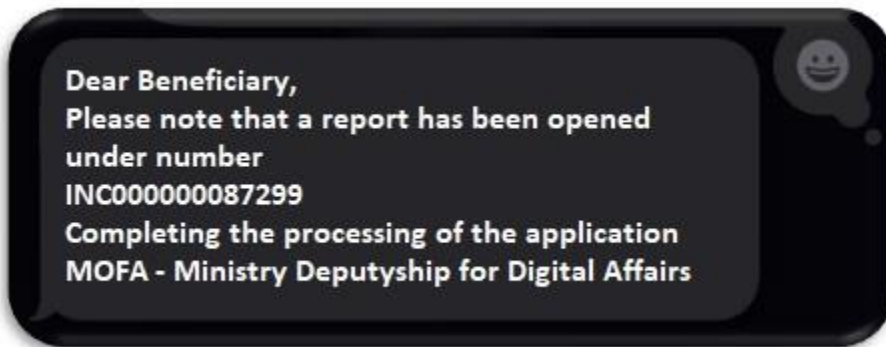
The screenshot shows a web form for submitting an inquiry. The 'Inquiry category' dropdown menu is set to 'Complaint'. Below it, the 'Application number (optional)' field is empty. The 'Your message' text area contains the placeholder text 'Enter any text'. At the bottom of the form is a purple button labeled 'SEND REQUEST'. A diagonal watermark across the form reads 'malchenna@gmail.com 15.03.11 14:40'.

- A message will appear confirming that the request has been successfully submitted, as shown in the image below.



The screenshot shows the same inquiry form as above, but with a confirmation message at the bottom. The message, 'Your request was submitted successfully', is enclosed in a green box with a checkmark icon and is highlighted by a red rectangle and a red arrow. The 'SEND REQUEST' button is now greyed out. The header of the form reads 'We are here to assist you!' and 'Please fill in the details below for your inquiry'.

- Messages will be sent to the beneficiary regarding the request status, as shown below:



7. Terms and Conditions

Terms and Conditions for Using the Communication Channels of the Saudi Visa Platform

The terms and conditions outlined in this document represent an agreement between the Saudi Visa Platform and the beneficiary who utilizes the services provided through the platform. Therefore, using the platform's communication channels implies implicit acceptance of all the terms and conditions mentioned in this document. Any violation of these terms may subject the user to legal accountability.

General Terms and Conditions:

- By using the communication channels of the Saudi Visa Platform and sharing your personal information, you agree to these terms and conditions.
- Since communication channels and their usage may undergo continuous changes, these terms and conditions may be updated at any time. Any modifications or updates to these terms become effective immediately upon publication on the platform. Therefore, please check this page periodically to stay informed of any updates. Continued use of the platform's communication channels signifies full awareness and acceptance of any modifications without prior notification.
- The Saudi Visa Platform is committed to responding and interacting through all approved communication channels during official working hours within the specified timeframe mentioned on the platform.
- The Saudi Visa Platform is committed to processing all support and assistance requests received through its approved communication channels based on the information provided by the beneficiary.
- The Saudi Visa Platform pledges to deal fairly, honestly, and equitably with all beneficiaries throughout the service delivery process. The platform also commits to providing special care and attention to the elderly and individuals with disabilities of both genders.
- The working hours for the communication channels of the Saudi Visa Platform may change in accordance with any updates applied to the platform.

Purpose of Communication Recording

By using the platform's communication channels, you authorize the Saudi Visa Platform to record all your communications, conversations, and requests. You also acknowledge that these audio and written recordings serve as conclusive evidence of the information contained within them.

Privacy and Data Confidentiality

Your personal data is considered your right, and we have given data confidentiality the highest priority by implementing privacy protection measures. The platform follows strict data privacy principles, which outline how we handle privacy across all our services. We are committed not to share your personal data with any third party except as required by applicable laws and regulations.

Disclaimer

The platform holds no responsibility for any issues arising from the use of its website or communication channels, including, but not limited to:

- The accuracy or correctness of any information provided.
- The collection, recording, or transmission of data.
- Any direct or indirect damages resulting from the use of the platform.
- The responsibility for verifying the accuracy and correctness of the information lies with the user.

Restrictions on the Use of Communication Channels

By using the communication services, you agree not to engage in the following:

- Interfering with, disrupting, or obstructing the operation of communication channels, networks, or related servers, or performing any actions that may impose an unreasonable or excessive load on the infrastructure of the platform's call center and communication services.
- Using any communication channel to send commercial or unsolicited emails unrelated to the platform's services or engaging in any form of misuse.
- Uploading or providing files through communication forms or channels that contain viruses or corrupted data.
- Publishing, advertising, distributing, or sharing materials or information that include:
- Defamation or legal violations.
- Content that contradicts Islamic teachings or public morals.
- Illegal or prohibited content through the platform's communication channels.

8. Frequently Asked Questions (Q&A)

8.1 General Questions

- What is the expected processing time for a complaint?

According to the "**Expected Timeframe for Processing Reports and Complaints**" table, the processing time is calculated based on business days, from Sunday to Thursday, during official working hours.

- What is the deadline for submitting additional information/documents after receiving a notification?

The beneficiary must provide the required data/documents within a maximum of (3) days from the date of receiving the notification to avoid complaint closure.

- How can I submit the required documents after receiving a notification to complete the data?

The documents should be sent via email to (CustomerCare@mofa.gov.sa) with the complaint number included in the email subject line.

- How can I submit an image of the technical issue I am facing?

Indeed, it is possible to send the screenshot, relevant documents, etc. via email to (CustomerCare@mofa.gov.sa) with the complaint number in the subject line.

- What happens if the beneficiary is contacted but does not respond?

If the beneficiary does not respond, a notification will be sent via SMS to the registered mobile number. The beneficiary has up to (3) business days to respond before the complaint is closed.

- How can the beneficiary track their complaint?

Once a complaint is submitted, the beneficiary will receive a complaint reference number via SMS on the registered mobile number. Additionally, updates on the complaint resolution will be sent via SMS. The beneficiary can also track the complaint through the platform's official communication channels.

- What happens if a case requires resolution sooner than the expected complaint processing time?

The responsible entity will make every effort to resolve the complaint before the maximum expected timeframe. However, the beneficiary should consider the predefined service levels and response times for complaint handling.

- How can the beneficiary provide feedback on complaint resolution?

After the complaint is processed, the beneficiary will receive an SMS with a survey link to evaluate their satisfaction with the resolution.

- What if the beneficiary is not satisfied with the complaint resolution?

A specialized team has been assigned to review cases of dissatisfaction and take the necessary actions accordingly.

8.2 Visa-Related Questions

- How can I obtain a visit visa?

A visa request can be submitted through the Visa Platform via the following link: [Visa Platform](#). Once the application is submitted, you may receive one of the following responses:

- **Approval:** A notification will be sent via email.
- **Rejection:** You will be notified, and the paid amount will be refunded

- What is the expected refund period for payments made through the platform?

In case of visa rejection or cancellation, an automatic refund request will be processed within 45 to 60 business days.

- Can I apply for another tourist visa?

A tourist visa is valid for one full year. You can apply for a new visa only after the current one expires.

- Can I perform Umrah during my stay?

Yes, you can perform Umrah during your stay. For more details, please visit the Nusuk platform.

- Which authority should authenticate my documents if my employer is an individual?

Document authentication can be done through the Visa Platform via the following link: Visa Platform. Select the "Attestation Services" option to proceed.

- How can I apply?

You can track your application through the platform's homepage by selecting "Track Your Application" and entering the required information. Click on "Search", and your application status will be displayed.

- How can I check the status of my visa application?

You can track your application through the platform's homepage by selecting "Track Your Application", entering the required details, and clicking "Search" to view the status.

- What happens if a work visa is canceled?

If a work visa is canceled by the issuing authority, the cancellation request is sent to the Ministry of Foreign Affairs via the National Information Center. The Ministry of Foreign Affairs then verifies whether the visa has been used. If it has not been used, confirmation of the cancellation will be issued. This is the only role of the Ministry of Foreign Affairs in this process.

- Is there a specific timeframe for processing a visa application?

Once the application is submitted and the fees are paid, processing typically takes a maximum of (3) business days. In exceptional cases, processing may take longer.

- Can I get a refund for the visa fee after it has been issued?

Once a visa has been issued, the fee is non-refundable, and the visa cannot be canceled.

- Can I modify my personal details after submitting a visa application?

You can modify your application as long as the request has not been finalized and the payment has not been made.