

Dolphin Energy Limited

Customer Complaints Handling Guideline

1. Introduction & Definition of a Complaint

Dolphin Energy is committed to maintaining and enhancing its responsiveness to the needs and concerns of our customers.

This document provides guidance on the manner in which the company receives and handles customer complaints and issues, with the objective of managing and resolving them in an efficient, effective and professional manner.

A complaint is defined as any non-verbal contact made by a customer or potential customer, the purpose of which is to express dissatisfaction, over any issue that is not resolved through normal business channel.

2. How to Register a Complaint

You can register a complaint by sending it by post, fax or e-mail to:

Marketing & Commercial Division
Dolphin Energy Limited.
P.O. Box 33777, Abu Dhabi, UAE
Tel: +971 2 6995533 Fax: +971 2 6995536
Email: customercare@dolphinenergy.com

You may use the [Complaint Form](#) which can be downloaded from our website www.dolphinenergy.com

3. How Dolphin Energy handles Customers Complaints

1. A written acknowledgement will be sent to the customer within two working days from the day of receipt for each complaint received as above.
2. Complaints are administered by Marketing & Commercial Division.
3. Dolphin Energy is committed to resolving business related issues as quickly as possible.
4. Dolphin Energy aims to provide a satisfactory response to all complaints within 10 working days from the receipt of the complaint.
5. In the case of a complex complaint, that may require further investigation and discussions with customers or other parties, it is possible that Dolphin Energy cannot answer the complaint fully within 30 working days. In such an instance, the company will keep the customer informed on a monthly basis (if required).

4. Further Action

If the customer is dissatisfied with the complaint resolution, they can write to Dolphin Energy's CEO (in the UAE) or the General Manager (in Qatar).

Contact details are provided at follows:

Chief Executive Officer – Dolphin Energy-UAE
Dolphin Energy Limited.
Floors 19-22, Al Maqam Tower
ADGM Square, Al Maryah Island
P.O. Box 33777
Abu Dhabi, UAE
Fax: +971 2 6995577

General Manager- Dolphin Energy- Qatar
Dolphin Energy Limited.
UNION TRUST TOWER, Building #46,
Floors 6 – 18,
Street 305, Zone 69
P.O. Box 22275
Lusail City, Doha, Qatar
Fax: +974 4 4949003/9490