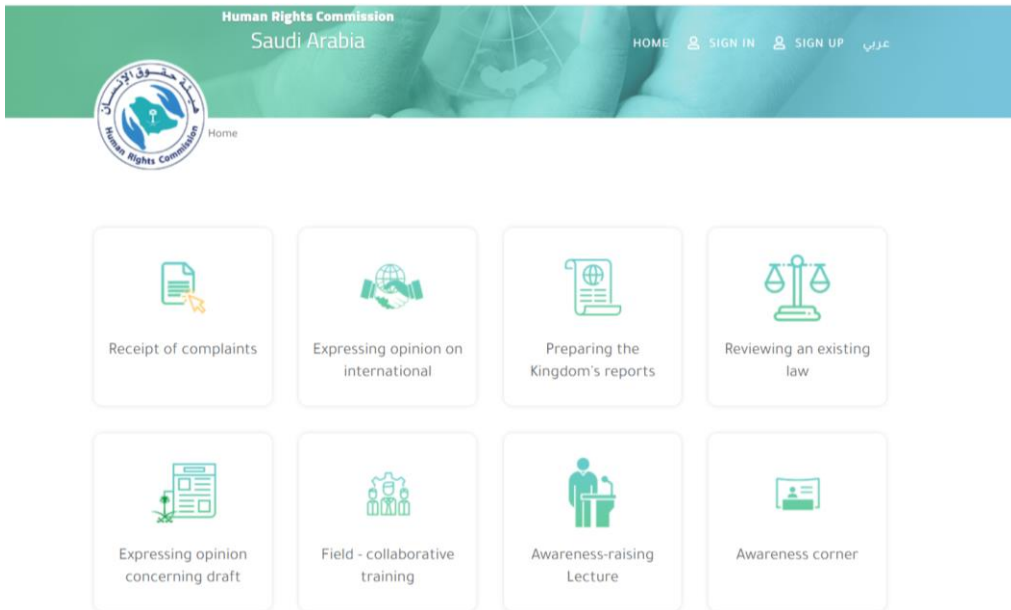




User Guide

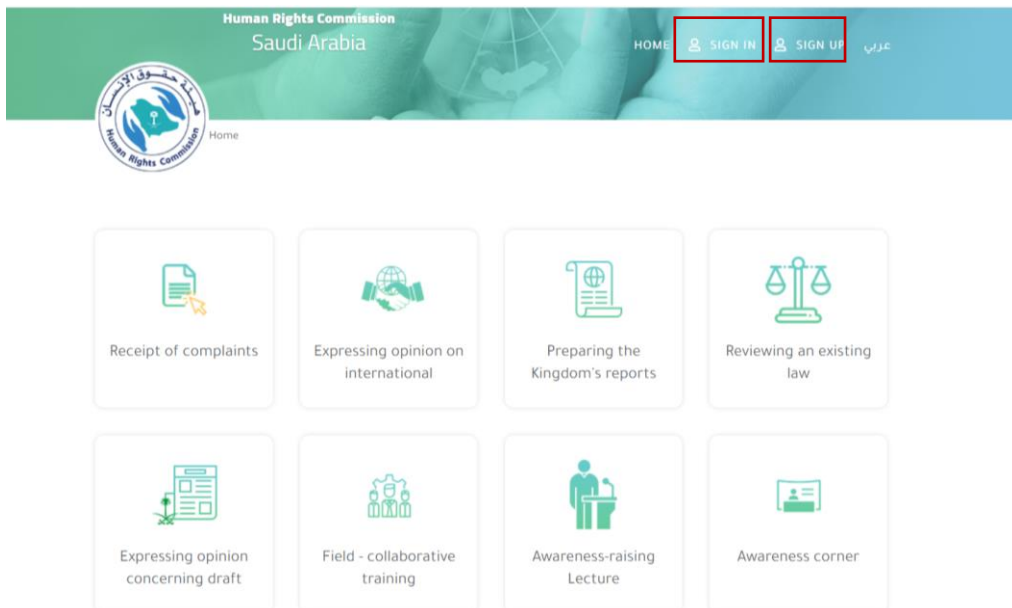
Filing a Complaint/Report

1 Access the e-Services Webpage

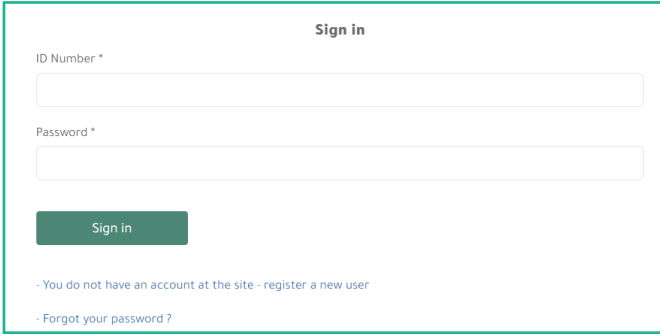


2 Sign in or Register as a New User

At the top of the screen, click **“Sign In”** if you already have an account, or click **“Register”** if you are a new user.



3 Sign in



Sign in

ID Number *

Password *

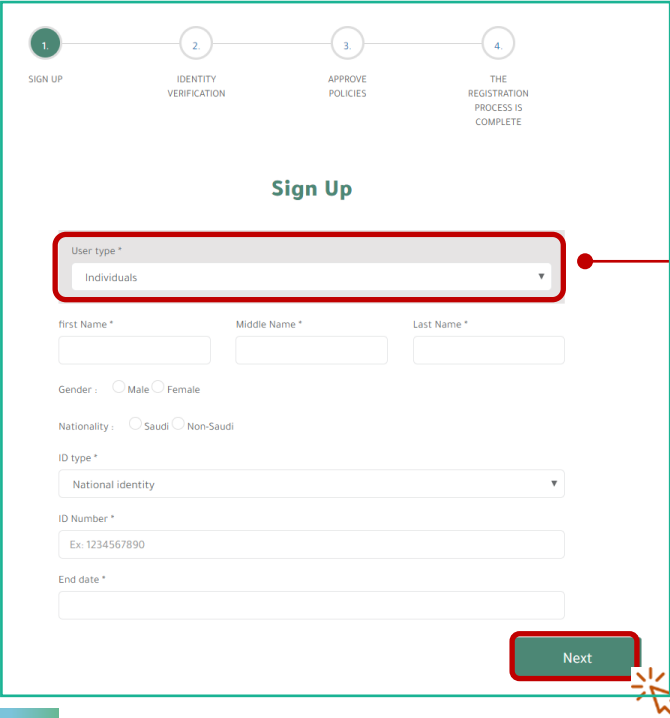
Sign in

- You do not have an account at the site - register a new user

- Forgot your password ?

- Enter your username and password, then click on Sign In. Skip ahead to Step 8.
- If you have forgotten your password, skip ahead to Step 12.

4 Register as a New User



1 SIGN UP 2 IDENTITY VERIFICATION 3 APPROVE POLICIES 4 THE REGISTRATION PROCESS IS COMPLETE

Sign Up

User type *

Individuals

first Name * Middle Name * Last Name *

Gender : Male Female

Nationality : Saudi Non-Saudi

ID type *

National identity

ID Number *

Ex: 1234567890

End date *

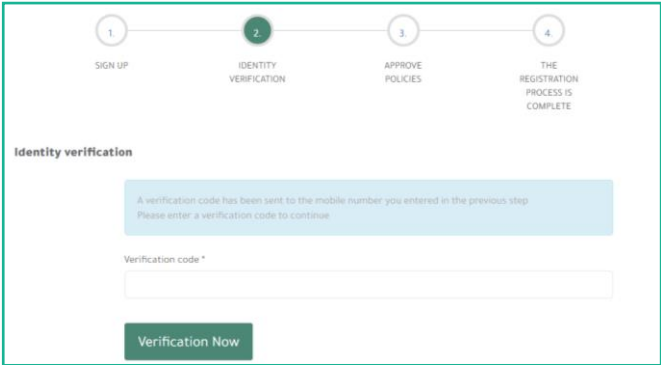
Next

- Select user type:**
- Individual
 - Government Body
 - Company

Complete all fields.

5 ID Verification

You will receive an SMS from HRC containing a verification code



1 SIGN UP 2 IDENTITY VERIFICATION 3 APPROVE POLICIES 4 THE REGISTRATION PROCESS IS COMPLETE

Identity verification

A verification code has been sent to the mobile number you entered in the previous step
Please enter a verification code to continue

Verification code *

Verification Now

6

Policy Acceptance

1. SIGN UP 2. IDENTITY VERIFICATION 3. APPROVE POLICIES 4. THE REGISTRATION PROCESS IS COMPLETE

Approve policies

الخصوصية وسرية المعلومات

الخصوصية وسرية المعلومات هي من أهم الحقوق التي يتمتع بها الإنسان، وهي حق كل شخص في التحكم في معلوماته الشخصية، وحماية هذه المعلومات من الوصول إليها من قبل الآخرين دون موافقته. وهذا يعني أن المعلومات الشخصية يجب أن تكون محفوظة في مكان آمن، ويجب أن لا يتم استخدامها أو الكشف عنها إلا في الحالات التي يوافق عليها الشخص.

نحن نلتزم بحماية معلوماتك الشخصية، ونستخدمها فقط للخدمات التي نوفرها لك. يمكنك التحكم في معلوماتك الشخصية في أي وقت، ويمكنك حذفها إذا كنت لا ترغب في استخدامها.

I agree to the Privacy Policy and Terms of Use

Next

7

Complete Registration

1. SIGN UP 2. IDENTITY VERIFICATION 3. APPROVE POLICIES 4. THE REGISTRATION PROCESS IS COMPLETE

The registration process is complete

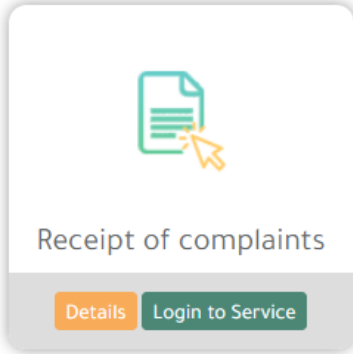
Congratulations

Register successfully Request your service

Submit

8

Click on the “File a Complaint/Report” Icon



Details **Enter**

Details: Information on the service, the target category, service requirements, service procedures and the service-level agreement.

Enter: Steps for filing a complaint.

9

Details

Information about the service

user's Guide

Receipt of complaints

Service description

This service allows for lodging a complaint or report by individuals, institutions, organizations and others on human rights issues.

Target group

All

Requirements for obtaining the service


1. The complaint shall be lodged through different access channels.
2. The topic of the complaint or report should be the violation of the human right.
3. Violation occurrence time shall not exceed twelve months or shall not be a continuous case.
4. The topic of the complaint or the report shall not be based on an existing or previously dismissed report.
5. The applicant must not have been sentenced under a judgment etc..
6. All personal information fields (name, identity card for citizens and iqama for residents, and national address, etc.) shall be filled up.
7. The complaint information and details must be fully and accurately entered.
8. Documents shall be presented ((i) with regard to individuals, a photocopy of the national identity card of Saudi and GCC citizens or a photocopy of the ID of non Saudi residents, (ii) with regard to institutions and companies, a photocopy of the commercial register, as well as a photocopy of the power of attorney and the ID of the attorney, in addition to documents supporting the complaint).
9. The application shall be sent and the complaint number sent in a text message shall be received in order for the applicant to follow up the application status, and
10. Complaint processing procedures will not be completed if information is incomplete.

Procedures for obtaining the service

1. The complaint shall be received and verified and conditions shall be met and information shall be completed.
2. The complaint shall be transferred to the competent researcher in order to be studied and evaluated.
3. The appropriate procedure shall be taken, and
4. The complainant shall be informed of the outcome of the complaint.

Service Level Agreement

Login to the service



10 Accessing the Service

Completing All Fields

Service Request : Receipt of complaints

Complaint classification

Equality and non-discrimination

Application particulars *

What are you complaining about? *

City

Riyadh

Area

Makkah Region

When did the issue take place? *

Where did the issue take place? *

How did the issue take place? *

Who did make it? *

Who is responsible for it? *

Complaint *

Have you previously filed a grievance to courts? Yes No

If the answer is Yes, then please state entities and measures taken in this regard.

Applications?

Enclosures *

Choose File No file chosen

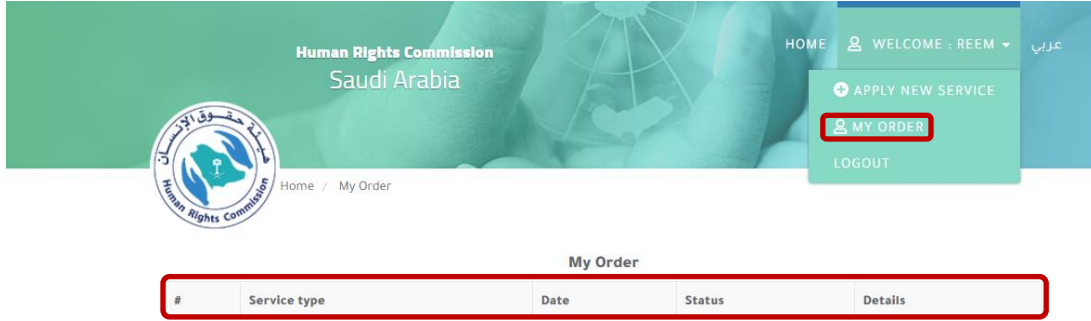
I acknowledge that filled out information is correct, and I shall be fully liable for its correctness. Examining your information and papers may require that you attend to HRC headquarters.

Send

After submission, you will see the following message

Thank you. Your complaint has been submitted successfully.

11 Following-up on the Complaint



The screenshot shows the website header for the Human Rights Commission of Saudi Arabia. The navigation menu includes 'HOME', 'WELCOME : REEM', and 'عربي'. A dropdown menu is open, showing options for 'APPLY NEW SERVICE', 'MY ORDER' (highlighted with a red box), and 'LOGOUT'. Below the header, the breadcrumb 'Home / My Order' is visible. The main content area is titled 'My Order' and contains a table with the following columns: '#', 'Service type', 'Date', 'Status', and 'Details'. The table is currently empty.

#	Service type	Date	Status	Details
---	--------------	------	--------	---------

12 Resetting the Password

Sign in

ID Number *

Password *

Sign in

- You do not have an account at the site - register a new user

Forgot your password ?

Forgot your password


Email

Send

- Enter your registered email address then click **Send**.

!Hello

You are receiving this email because we received a password reset request for your account

Reset Password 

.This password reset link will expire in 60 minutes

.If you did not request a password reset, no further action is required

.Regards
E-service

- Check your inbox for an email from HRCsaudi.
- Enter your new password.