

Complaints & Reports Window



Description :

The service provides an electronic window for receiving complaints and reports via SAI's website and smartphone application, whereby the delegated employees file and sort the complaints and reports for further action to be taken

**Service
Description**

Service Channels

Duration

Target audience

**Terms &
Conditions**

**Required
Documents**

**Steps to file
complaint or report**

Contact details

Complaints & Reports Window



Complaints & reports can be filed to SAI via the following channels:

- 1. Complaints & Reports Window at SAI website**
- 2. Visit SAI headquarters in Al-Bustan or one of its branches in the governorates (Salalah, Sohar, Nizwa, Sur, Buraimi, Rustaq)**
- 3. SAI mobile application (SAI App) Google Play, App Store**
- 4. Email: complaints@sai.gov.om**
- 5. P.O box: 727 Postal code: 100 Muscat
Toll free 80000008**

Service Description

Service Channels

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Terms & Conditions

Required Documents

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Contact details

Complaints & Reports Window



Duration required for process completion :

- **Dependent on the type and nature of the filed complaint or report**

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Complaints & Reports Window



Target audience :

- All members of society

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Terms & Conditions :

- Receive complaints and reports that help in detecting financial & administrative irregularities in different entities subject to the Institutions audit
 - Investigation of complaints & reports related to negligence in performing duties of the public office or misuse of public fund, according to the applicable laws, systems, regulations and decisions
 - Investigation of complaints & reports, even if anonymous, provided that supporting documents are available
- Complaints and reports outside the scope of the Institution responsibilities shall not be considered, and the Institution is not obliged to announce the actions taken regarding the reported irregularities

Complaints & Reports Window



Required Documents :

- Documents supporting the filed complaints & reports

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Complaints & Reports Window



How to apply:

- Download State Audit Oman App or visit www.sai.gov.om
- Access the Complaints & reports window
- Click on “ I agree” in case you agree to the Terms & conditions
- Fill in the required details
- Enter the details of the report
- Upload the supporting documents, if any
- Submit the complaint or report

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