



Commitment of the administration in the field of reception quality

We are committed to welcoming you suitably

1. We will welcome you kindly and direct you to the employee who will be at your service.
2. We try to provide you with decent and comfortable spaces.

We are committed to offer you the best conditions according to your needs

1. We inform you automatically about the updated conditions of reception and entry into our administration.
2. We guide you directly to the requested department.
3. We help you to carry out the procedures required for people with reduced mobility.
4. We help you in the management of your folders / files.

We are committed to answer you within the specific deadlines

1. We are committed to treat seriously the subject of your request.
2. We are committed to respond your postal mail within 21 days as maximum.
3. We are committed to respond your emails within 48 hours as maximum.
4. We answer your phone call within five rings.

We are committed to take your complaints into account

1. You can put your complaints in the complaint box or send it by post and we will respond you no later than 30 days.

We are committed to be in permanent contact with you

1. We evaluate your satisfaction every year and let you know the results.

We aim to improve our organization and develop our skills

1. We express our desire to improve your reception by the awareness of our employees.
2. We update our documents to provide correct information to users.
3. We seek to honor our commitments.
4. We evaluate our procedures and improve them regularly.
5. We evaluate our services every year and improve them.

We respect your privacy and we are committed to protect your personal data.

This commitment is applicable to the entire headquarters of the Technical Center of Organic Agriculture

The General Manager of the Technical
Center of Organic Agriculture

Signé
Le Directeur Général
Khaled Sassi

