



وزارة التنمية الإدارية والعمل والشؤون الاجتماعية
MINISTRY OF ADMINISTRATIVE DEVELOPMENT, LABOUR & SOCIAL AFFAIRS

Unified Platform for Complaints and Whistleblowers

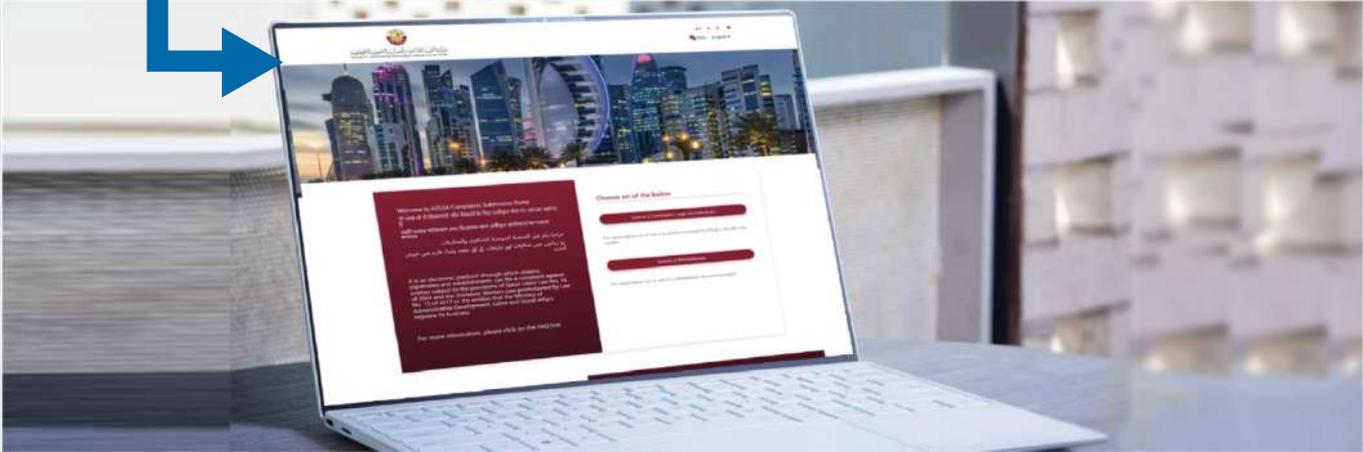
File a whistleblower
complaint

File a new com-
plaint
+
Follow up previous
complaints

To use this service please click the following link:

<https://acms.adlsa.gov.qa>

File a whistleblower complaint



To file a whistleblower complaint, click the right button in the upper left corner of the screen to "file a whistleblower complaint" and then follow the steps listed in the explanation below.

1

Choose one of the below

This option allows you to log in to submit a complaint by filling in the QID / visa number

This option allows you to submit a whistleblower and not a complaint.

2

Warning!
Disclaimer: Please verify the information is true and completed, as it can't be edited after submission!

Authenticate Your Mobile Number

Mobile Number

Please enter the mobile phone number on which you can receive the verification code message and click on the Register button then enter the verification code and click on the authentication button

Select the subject of the report, and you can add other notes you want, in case your subject matter is not among the options

3

Demands List

Please add your demand, only one is allowed

Select Your Demand type *

Comments

4

Employer/Establishment Info

Please fill in the information of the notified body or choose the location from the map or address details

Employer Name

QID or EID or Visa number

Address Description

Please Select a location on the map

You can report employer information by using any of the four fields shown in this section: At least one is mandatory

- Establishment's name
- Establishment's Registration Number
- Workplace address
- Location on the map

The user can decide to add or withhold his personal information. If the "No objection to contacting me" box has not been selected, the user can submit the complaint without disclosing his personal information. If the box has been selected, the user can manually add their personal information in the assigned fields. The entered data will be shared with the ministry accordingly

5

Include my personal information

Personal Info

QID Number

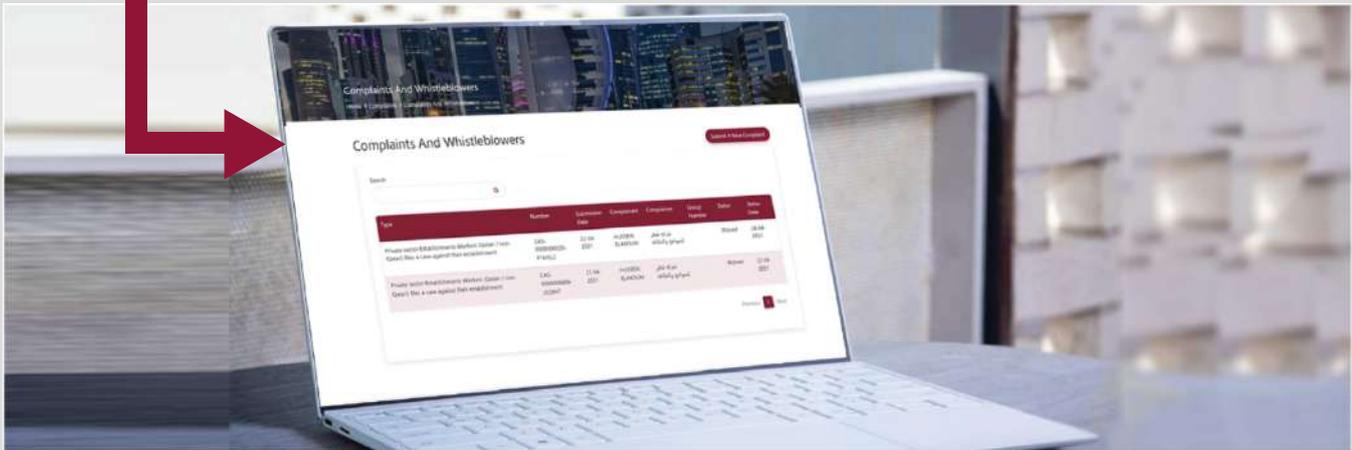
Email

Name

Please enter your email address

No objection to contacting me

File a new complaint



Option 1: Login using QID or Visa Number

Enter your QID or Visa Number

Enter your Mobile Phone Number

Request OTP

You will receive a SMS with a one-time password (OTP) to access your account. Please make sure you are providing the phone number linked to your ID and that you are near your phone.

1

Option 2: Login using NAS

Access Using NAS

1

The service is accessed in one of the two ways,

- via the ID card Number or visa and the phone number
- Log in via the national authentication system

Complaints And Whistleblowers

Submit A New Complaint

Search

Submit A New Complaint

Warning!
Disclaimer: Please verify the information of this and (dispute), as it can be without other information.

Complaint Type

Specify Complaint Type

Specify Complaint Type

General Complaint Information

This is a private/secret complaint

Employer Name * QID or EID or Visa number

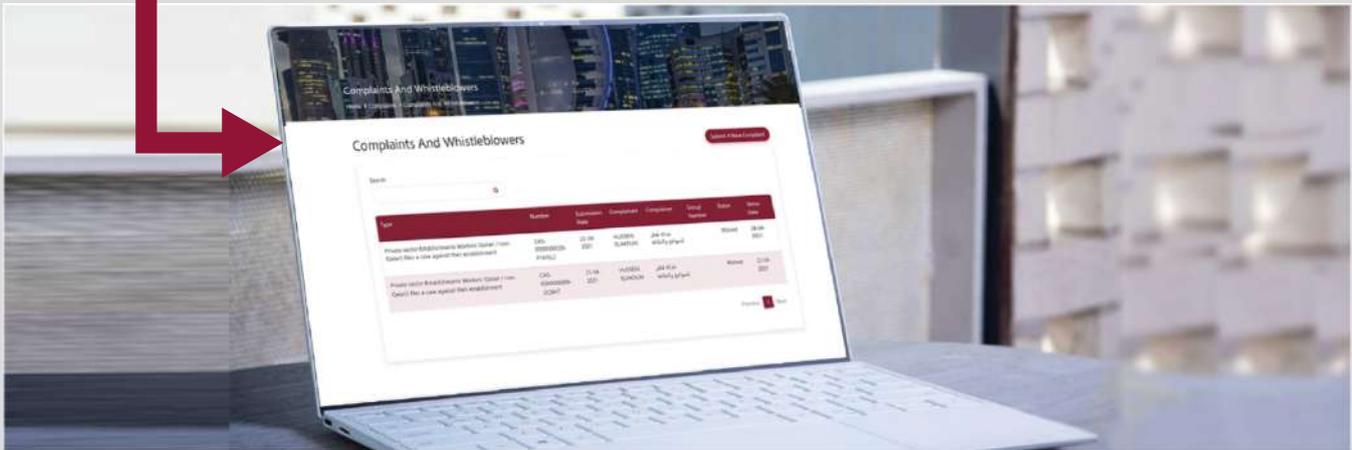
Employer Name

2

3

Log in	1
After accessing (register a new complaint) page, the user will select the type of complaint, and accordingly the page will display additional sections for him to fill them out	2
General information about the complaint	3
• select the intention to notify the employer or keep the complaint confidential	
• select the geographically appropriate ministry's office to handle the complaint	
• select the employer from the list	

File a new complaint



<p>The data of the employee (the complainant) is displayed automatically from the database, as he can register additional data such as an additional mobile number or additional mail for notifications</p>	4
<p>Requests</p> <ul style="list-style-type: none"> • In this section, the user can specify the request and add more than one request for the complaint • Via the Add New request button notes can be added for each complaint • Attach the documents that prove the significance of the complaint 	5
<p>Before proceeding with registering the complaint, the user can review the request and have the opportunity to amend or remove the complaint</p>	6
<p>After acknowledging the accuracy of the entered data, the user can file the complaint officially</p>	7

Employee Info

QID or Visa number or Passport number

Mobile Number Email

Additional Mobile Phone Number Additional Email

Name Nationality

Gender Profession

Male ENGINEER

4

Demands List

Here you can add the all your demands. You must have atleast one demand in order to submit your application

Select Your Demand type

Comments

Add A New Demand

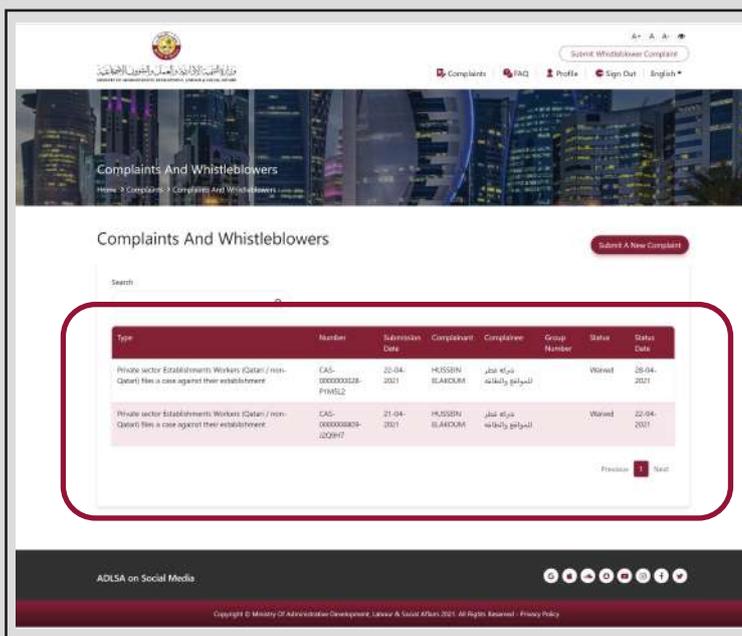
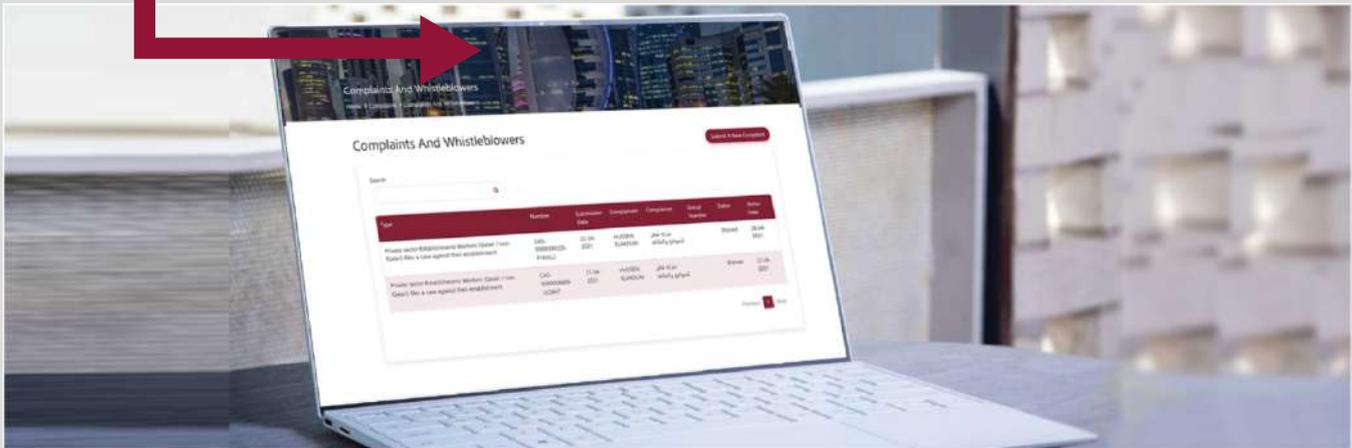
Attachments

Here you can add or delete all the needed attachments.

Choose file **Browse**

5

Follow up previous complaints



This is the home page after login. The user can return to this page by clicking the complaints' button from the list

This page will display a summary table of all the complaints registered by the user or registered on his behalf as a complainant. From this page, the user can click the button "File a new complaint" to start preparing a draft of a complaint for submission. If the user clicks on any log of the table, it will redirect him to the "Complaint Status Review page"

From the complaints' summary table, if the user clicks on one of the logs, it will redirect him to a new page to review the details and status of the complaint