

## Consumer Protection Center Guidelines for Eldery and Disabled Services

### How to apply

As part of the Consumer Protection Service Center's commitment to promoting community empowerment and ensuring easy access to services for all groups, the Center provides a comfortable and accessible experience for senior citizens and people of determination. This is achieved by granting them priority in service delivery and providing a fully equipped service environment that meets their specific needs.

The provided facilities include:

- Designated parking spaces close to the building entrance.
- Spacious elevators equipped for wheelchair use.
- Safe and accessible ramps for wheelchairs.
- Wide and easy-to-use entrance doors.
- A dedicated reception staff member to provide immediate assistance.
- Priority access to services without long waiting times.
- Comfortable and designated seating in the waiting area.
- Low-height service counters suitable for wheelchair users.
- Restrooms equipped for safe and comfortable use.
- Assistance with filling out forms or submitting complaints verbally.

### Required Documents

Not Applicable

### Rules and Regulations

Not Applicable