

Complaint

About the Service/Feature

Submit a complaint about TDRA services, service channels or others

Service steps

- Step 1** → Log in using UAEPass (for digital channels)
- Step 2** → Fill-in the required information and attach the supportive document (if available)
- Step 3** → TDRA will study the complaint
- Step 4** → The customer will receive TDRA response, and will be asked to submit his/her satisfaction level with the resolution

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|--------------------|--|
| Category | Variation |
| Type | Not available |
| Expected Time | One working day |
| Fees | Free of charge |
| Audience | <ul style="list-style-type: none"> - Individuals - Companies - Government |
| About | <p>TDRA provides the customers with the ability to complain against any of its services. A complaint is a statement submitted to TDRA by an external party, expressing their dissatisfaction with procedures or transactions they experience during applying to a service, or the method of service provision.</p> <p>To view FAQs, click here</p> |
| Channels | <p>Mobile Application</p> <p>TDRA Website</p> <p>Call Center</p> |
| Payment Channels | Not Available |
| Terms & conditions | None |
| Required Documents | Supportive documents (if available) |

Results Require
Office Visit No