Complaint about TDRA

About the Service/Feature

A service that allows customers to complain against any of the procedures or services provided by the Telecommunications and Digital Government Regulatory Authority (TDRA).

Service steps

Step 1 → Register using UAE Pass
Step 2 → Fill in the service application
Step 3 → Attach supported documents (if any)
Step 4 → Studying the complaint by a specialized team at the Authority
Step 5 → Receive the complaint solution and evaluate the customer's satisfaction with the solution

Category	Variation
Type	Not available
Expected Time	One working day
Audience	Individuals, Business, Government Entities, Non-Governmental Organizations
About	TDRA provides customers the ability to file a complaint about any of its services. A complaint is defined as a written statement made to TDRA by an external party, expressing their dissatisfaction with procedures or transactions when applying for the service, or with the method of delivery
Channels	Not Available
Payment Channels	Not Available
SDGs Goal	Industry, Innovation And Infrastructure
Required Documents	Other
Results Require Office Visit	No
Service package	None

Service Complexity Level	Normal Service
Service Outcome	Complaint resolution
Service Connectivity With Other Services	None
Service Limitation	None
Service Remark	None