

# 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

<b>Category</b>	Variation
<b>Type</b>	Not available
<b>Expected Time</b>	One working day
<b>Fees</b>	Free of charge
<b>Audience</b>	<ul style="list-style-type: none"> <li>- Individuals</li> <li>- Companies</li> <li>- Government entities</li> </ul>
<b>About</b>	<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 <a href="#">here</a></p>
<b>Channels</b>	<ul style="list-style-type: none"> <li>Mobile Application</li> <li>TDRA Website</li> <li>Call Center</li> </ul>
<b>Payment Channels</b>	Not Available
<b>SDGs Goal</b>	Industry, Innovation And Infrastructure
<b>Terms &amp; conditions</b>	None

<b>Required Documents</b>	Supportive documents (if available)
<b>Results Require Office Visit</b>	No