

# Complaint

## About the Service/Feature

Submit a complaint about TDRA services, service channels or others

## Service steps

- Step 1** → Login using the UAE Pass
- Step 2** → Fill in the service application form and attach supporting documents (if any)
- Step 3** → The complaint will be reviewed by a specialized team at the Authority
- Step 4** → Receive the complaint resolution and evaluate customer satisfaction with the outcome

Category	Variation
Type	Not available
Expected Time	1 working day
Fees	Free of charge
Audience	Individuals Business Sector Government Sector 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	Smart App TDRA Website Call Center
Payment Channels	Not Available
SDGs Goal	Industry, Innovation And Infrastructure
Terms & conditions	No service conditions

<b>Required Documents</b>	Supporting documents of the complaint (if any)
<b>Results Require Office Visit</b>	No
<b>Service package</b>	No service package
<b>Service Complexity Level</b>	Normal service
<b>Service Outcome</b>	Complaint resolution
<b>Service Connectivity With Other Services</b>	No linked services
<b>Service Limitation</b>	No service limitation
<b>Service Remark</b>	No service remarks