

File a 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 | 1 working day |
| Fees | Free |
| Audience | Individuals, businesses, 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 | Mobile Application TDRA Website Call Center |
| Payment Channels | Not Available |
| SDGs Goal | Industry, Innovation And Infrastructure |
| Terms & conditions | None |
| Required Documents | Supporting documents of the complaint (if any) |

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|---|----------------------|
| Results Require Office Visit | No |
| Service package | None |
| Service Complexity Level | Normal |
| Service Outcome | Complaint resolution |
| Service Connectivity With Other Services | None |
| Service Limitation | n/a |
| Service Remark | n/a |