

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	One 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	Portal Smart App Call Center
Payment Channels	Not Available
SDGs Goal	Industry, Innovation And Infrastructure
Terms & conditions	No service conditions

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