

## 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<br>Business Sector<br>Government Sector<br>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<br>TDRA Website<br>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                             |