

File a Complaint

About the Service/Feature

Submit a complaint about TDRA services, service channels or others

Service steps

- Step 1** → Register using your UAE Pass
- Step 2** → Fill in the required data in the service application and attach supporting documents (if any)
- Step 3** → Studying the complaint by a specialized team in the Authority
- Step 4** → Receiving the complaint solution and evaluating the customer's satisfaction with the solution

Category	Variation
Type	Not available
Expected Time	One working day
Fees	Free of charge
Audience	Individuals, Business, 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	Portal Mobile Application Call Center
Payment Channels	Not Available
SDGs Goal	Industry, Innovation And Infrastructure
Terms & conditions	None
Required Documents	Documents supporting the complaint (if any)

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