

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

Category	Variation
Type	Not available
Expected Time	One working day
Fees	Free of charge
Audience	<ul style="list-style-type: none"> - Individuals - Companies - Government entities
About	<p>TDRA provides the customers with the ability to complain against any of its services. A complaint is a statement submitted to TDRA by an external party, expressing their dissatisfaction with procedures or transactions they experience during applying to a service, or the method of service provision.</p> <p>To view FAQs, click here</p>
Channels	<ul style="list-style-type: none"> Mobile Application TDRA Website Call Center
Payment Channels	Not Available
SDGs Goal	Industry, Innovation And Infrastructure
Terms & conditions	None

Required Documents	Supportive documents (if available)
Results Require Office Visit	No