



United Arab Emirates



POLICY

Consumer Complaint and Dispute

Version 1.0

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Telecommunications Regulatory Authority (TRA)
P O Box 26662, Abu Dhabi, United Arab Emirates (UAE)
www.tra.gov.ae



TRA Policy - Consumer Complaint and Dispute, Version 1.0

1. Definitions

- 1.1 **Consumer Complaint** means any correspondence or communication registered at any place or by any reasonable means authorized by Licensees for such purposes, from a person displaying dissatisfaction or grievance on matters within the scope of a Licensee's business.
- 1.2 **Consumer Dispute** means any correspondence or communication accepted by the TRA from a person displaying dissatisfaction or grievance.
- 1.3 **Consumer Inquiry¹** means any correspondence or communication registered at any place or by any reasonable means authorized by Licensees for such purposes, from a person seeking information regarding telecommunication matters within the scope of a Licensee's business.

2. Introduction

In accordance with this Policy and the TRA's Consumer Complaint and Dispute Procedure, Licensees shall establish and maintain procedures to handle Consumer Complaints and support the handling of Consumer Disputes by the TRA.

3. Consumer Complaint

- 3.1 Availability of Information
 - 3.1.1 Licensees shall provide information to consumers which describe how, when and where to file a Consumer Complaint.
 - 3.1.2 This information shall be easily obtainable by consumers.
 - 3.1.3 This information shall be transparent and straightforward.
 - 3.1.4 This information shall be provided free of charge.
- 3.2 Records and Reports

¹ Is defined to clarify the difference between a Consumer Inquiry and a Consumer Complaint.



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- 3.2.1 Licensees shall maintain records of Consumer Complaints for a minimum period of three (3) years after the conclusion of individual Consumer Complaints.
- 3.2.2 Licensees shall report to the TRA in accordance with the TRA's Consumer Complaint and Dispute Procedure.

4. Consumer Dispute

- 4.1 The TRA may, at its discretion, accept Consumer Disputes from consumers.
- 4.2 During the course of the Licensee's handling of Consumer Complaints and/or the TRA's handling of Consumer Disputes, the TRA may direct a Licensee to restore a consumer's service in whole or in part, or to any other remedy deemed appropriate by the TRA.
- 4.3 At the conclusion of the TRA's handling of a Consumer Dispute, the TRA may direct a Licensee to undertake any remedy deemed appropriate by the TRA.