

## 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"> <li>- Individuals</li> <li>- Companies</li> <li>- Government</li> </ul>
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 <a href="#">here</a></p>
Channels	<ul style="list-style-type: none"> <li>Mobile Application</li> <li>TDRA Website</li> <li>Call Center</li> </ul>
Payment Channels	Not Available
Terms & conditions	None
Required Documents	Supportive documents (if available)

Results Require  
Office Visit No