



دبي التجارية
DUBAI TRADE

DMA Consumer Complaint Form User's Manual

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Consumer Complaint Form

Table Designs

DOCUMENT DETAILS

Document Name	Consumer Complaint Form
Project Name	DMA – Consumer Complaint Form User’s Manual
Business Unit	Dubai Maritime Authority (DMA)
Author(s)	DT Training Dept.
Last Updated Date	24 th September 2025
Current Version	1.0

This service allows customers to file a complaint regarding violations of DMA directives, issues related to charges or documentation, or any unresolved disputes.

Navigation:

1. Go to the **Dubai Trade homepage**
2. Navigate to the **Service Center**
3. Go to the **DMA** section, then "**Consumer Complaint Form**"

The below screen will be displayed:

SERVICE CENTER

SERVICE CENTER

HOME

LOGIN

Home / Service Center / DMA / Consumer Complaint Form

CreateEnquiry

Create New Request

This form is to be used to file a formal complaint. All sections must be completed and will serve as the source document for the investigation. Please answer all questions fully. All supporting documentation must be attached to this complaint form at the time the complaint is filed. Additional information may be requested as necessary.

Complaint Submitter Information

Dubai Trade Company Code*

In case you are an importer/exporter of goods with personal effects, please input P09999 as company code

Company Name*

Contact Person's Name*

+971

Email*

Emirates ID

Emirates ID*

Company Web Address

Address

Complaint Target Information

Company Name*

Contact Person's Name*

+971

Email*

Company Web Address

Address

Complaint Submitter Type*

☐ Shipper / Consignee ☐ Freight Forwarder ☐ Shipping Agent ☐ Clearing Agent

☐ Other

Your Role in Shipment

Complaint Target Type*

☐ Shipper / Consignee ☐ Freight Forwarder ☐ Shipping Agent ☐ Clearing Agent

☐ Other

Procedure:

1. Fill the "Complaint Submitter Information" section.
 - a. Enter the company's code on the "Dubai Trade Company Code" field.
 - b. **Company name, Contact Person's Name, Contact Number, eMail address, Identification type (either Emirates ID or Passport), Identification number**
 - c. **Company Web address and Address**



Complaint Submitter refers to the individual or entity initiating the complaint.

Complaint Submitter Information

Dubai Trade Company Code*

① In case you are an importer/exporter of goods with personal effects, please input P09999 as company code

Company Name*

Contact Person's Name*

+971

Email*

Emirates ID

Emirates ID*

Company Web Address

Address

Emirates ID

Emirates ID*

Emirates ID

Passport Number

2. Choose the appropriate "Submitter Type" from the selection. If "Other" is selected, please enter information on the provided field. Please specify "Your role in shipment".

Complaint Submitter Type*

☐ Shipper / Consignee

☐ Freight Forwarder

☐ Shipping Agent

☐ Clearing Agent

☒ Other

If Other, please specify*

Your Role in Shipment

3. Fill the “**Complaint Target Information**” section.
 - a. **Company name, Contact Person’s name, Contact number, eMail address.**
 - b. **Company Web Address and Address.**



Complaint Target refers to the specific entity against which a complaint is being raised.

Complaint Target Information

Company Name*

Contact Person's Name*

 +971 ▾

Email*

Company Web Address

Address

4. Choose the appropriate “**Target Type**” from the selection. If “Other” is selected, please enter information on the provided field.

Complaint Target Type*

☐ Shipper / Consignee

☐ Freight Forwarder

☐ Shipping Agent

☐ Clearing Agent

☒ Other

If Other, please specify*

5. Enter the detailed nature of the complaint and specify the location:

Basis of Complaint

Nature of Complaint:
(Describe the issue or incident in detail. State in this and/or sequential paragraphs to be lettered "A," "B," etc., the matter or matters about which you are complaining. This should consist of a clear and concise factual statement sufficient to inform the target of complaint with reasonable definiteness of the acts or practices alleged to be in violation. If rates are involved, name each charge, category, regulation, or practice, the lawfulness of which is challenged)

Nature of Complaint*

Location:
(Where did the incident occur?)

Location*

6. Fill the "Shipment Details".

Shipment Details:

(mandatory, attach copies, attach any relevant documents or evidence if available)

Trade License Number*	Shipment Booking Reference Number*	Master BL Number*	House BL Number (if applicable)
Container Number	Port of Origin*	Port of Destination*	

7. Upload the necessary documents by file selection or by using the “drag & drop” feature.

You can either download or delete the uploaded file, if required.

Attachments:
Select the document type and upload the required files.

☐ Trade License Copy

☐ Proof of Identity Copy

☐ * Shipment Booking Copy

☒ * Master BL Copy

☐ House BL Copy (If Applicable)

☐ Commercial Invoice (If Available)

☐ Packing List Copy

☐ Other

Upload File

*Supported file type of pdf, jpeg, png, eml, doc, docx, msg, max file size up to 5MB

*Maximum of 5 files allowed for each document type

Drag and drop files here

-Or-

Browse File

8. Enter any additional comments or information.

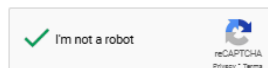
Additional Comments:
(Any additional comments or information related to the complaint)

Additional Comments, if any

9. Acknowledge that the information provided is true and correct.

Tick the system captcha then click on “**Submit**”.

☒ I hereby declare that the information furnished above is true, complete and correct to the best of my knowledge and belief. I understand that in the event my information being found false or incorrect at any stage, it could result in disciplinary action against me / the organization represented by me and the grievance shall be liable to cancellation / termination without notice or any compensation in lieu thereof.



Submit

10. A submission confirmation will be displayed with a reference number for tracking purposes. An email notification will also be sent to the email address specified in the request.



Complaint Registered Successfully

Reference Number #: COM00138

Enquiry:

1. To enquire, please go to the enquiry screen.

SERVICE CENTER

SERVICE CENTER

HOME

LOGIN

Home / Service Center / DMA / Consumer Complaint Form

Create

Enquiry

Search by

Reference Number

Submitter Email

Search Complaint

I'm not a robot

reCAPTCHA

Request Date	Reference Number	Request Type	Company Name	Contact Person Name	Status	Action
No Data Found						

2. Enter your “**complaint reference number**”, “**email address**”, and “**captcha**” to search and track your request. Click “**Search Complaint**” to retrieve records.

Create

Enquiry

Search by

COM00138

✕

aaa@aaa.com

✕

Search Complaint

I'm not a robot

reCAPTCHA is changing its Terms of Service. [Take action.](#)

reCAPTCHA

Privacy - Terms

Request Date	Reference Number	Request Type	Company Name	Contact Person Name	Status	Action
No Data Found						

3. Click on the  icon to “**View Records**” (request summary) or “**Audit History**” (chronological record (or log) that shows all the actions taken, from start to finish.)

Create

Enquiry

Search by

COM00138

✕

hotmail.com

✕

Search Complaint

✓ I'm not a robot

reCAPTCHA is changing its Terms of Service. [Take action.](#)

reCAPTCHA

Privacy - Terms

Request Date	Reference Number	Request Type	Company Name	Contact Person Name	Status	Action
24/09/2025	COM00138	Other	Ellie Trades		Submitted	  View Record  Audit History

Audit History

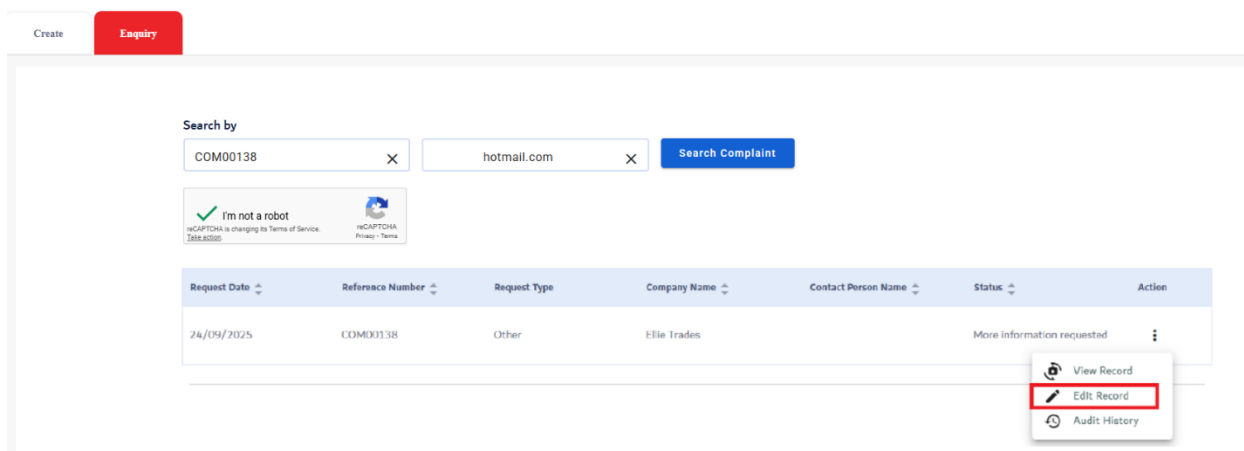
Time Stamp	Description	Status	Remarks(If Any)
2025-09-24 15:30:50	Complaint Created by User	Submitted	

[Back](#)

Returned Request:

1. To respond to the Authority's requests for more information, please go to the enquiry screen.

Click on the  icon to **"Edit Records"**



The screenshot shows the 'Enquiry' tab selected. Below the search bar, there is a table with the following data:

Request Date	Reference Number	Request Type	Company Name	Contact Person Name	Status	Action
24/09/2025	COM00138	Other	Elie Trades		More information requested	

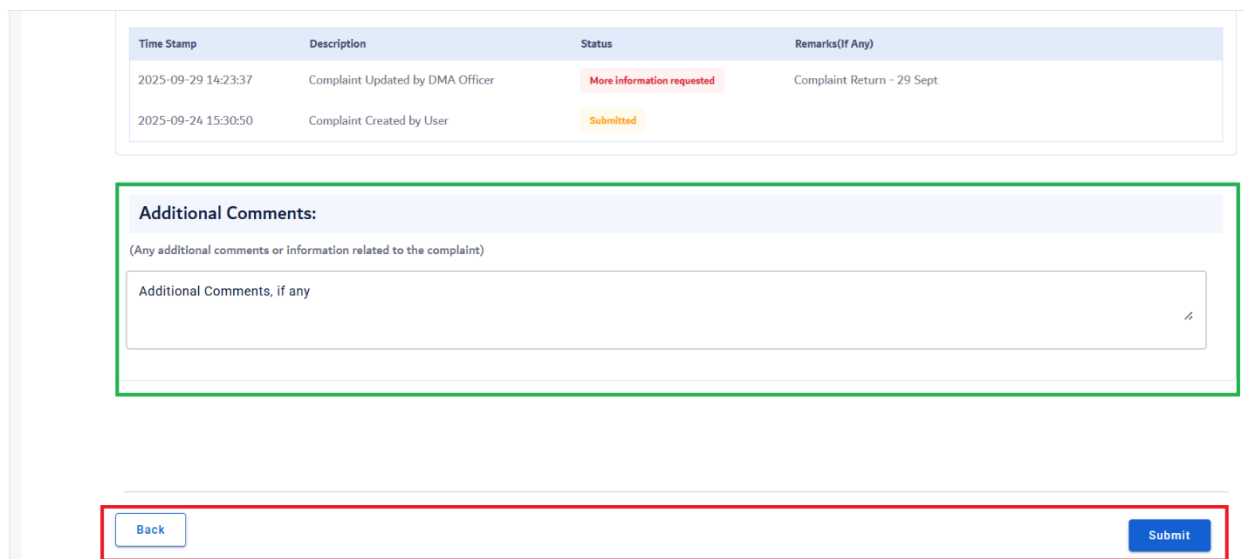
The action menu for the first row is open, showing three options: 'View Record', 'Edit Record' (highlighted with a red box), and 'Audit History'.

2. The form will be displayed.

You may upload supporting documents and ensure you enter **"additional comments"**.

Click **Back** to return to the previous page or click **Submit** to proceed.

Home / Service Center / DMA / Consumer Complaint Form



The screenshot shows the 'Consumer Complaint Form' with a table of history and an 'Additional Comments' section.

Time Stamp	Description	Status	Remarks(If Any)
2025-09-29 14:23:37	Complaint Updated by DMA Officer	More information requested	Complaint Return - 29 Sept
2025-09-24 15:30:50	Complaint Created by User	Submitted	

Below the table is the 'Additional Comments' section, which includes a text area for comments and a 'Back' button.

Additional Comments:
(Any additional comments or information related to the complaint)

Additional Comments, if any

[Back](#) [Submit](#)

3. A submission confirmation and email notification will also be sent to the email address specified in the request.

