

# DMA Grievance Service בייביונים User's Manual

#### Copyright Information

Copyright © 2025 by Dubai Trade. All rights reserved This document and all associated attachments mentioned therein are the intellectual property of Dubai Trade. This document shall be used only by persons authorized by DUBAI TRADE, for the purpose of carrying out their obligations under a specific contract with DUBAI TRADE. Unauthorized copying, printing, disclosure to third party and transmission of this document to any other destination by any media will constitute an unlawful act, attracting appropriate legal actions.

#### Control Document Notification

This is a controlled document. Unauthorized access, copying, replication and usage for a purpose other than for which this is intended are prohibited. This document is being maintained on electronic media. Any hard copies of it are uncontrolled and may not be the latest version. Ascertain the latest version available with DUBAI TRADE.



## Table Designs

### **DOCUMENT DETAILS**

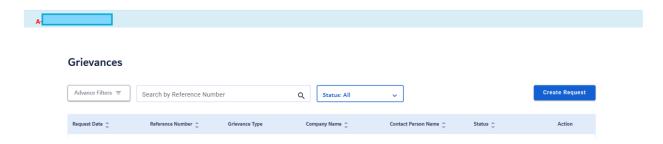
Document Name	Grievance Service
Project Name	DMA – Grievance Service User's Manual
Business Unit	Dubai Maritime Authority (DMA)
Author(s)	DT Training Dept.
Last Updated Date	24 <sup>th</sup> September 2025
Current Version	1.0

This service enables users to raise a grievance against an unsatisfactory resolution to a complaint or unsatisfactory order/decision.

#### Navigation:

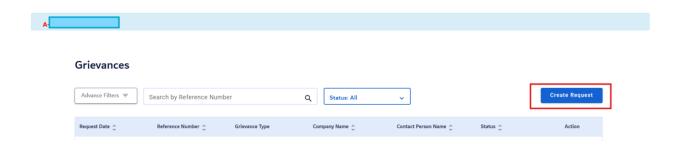
- 1. Login to **Dubai Trade**
- 2. Go to the service menu choose DMA
- 3. Then go to Grievance Service

The below screen will be displayed:

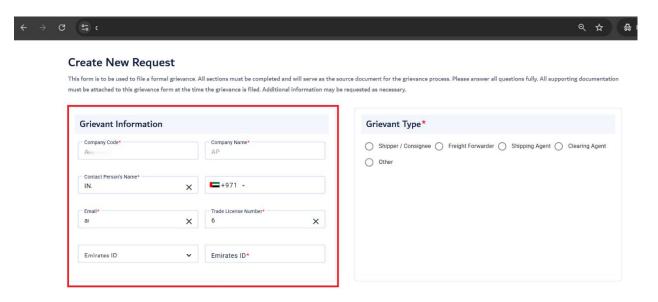


#### Procedure:

1. Click "Create Request" to initiate a new request.



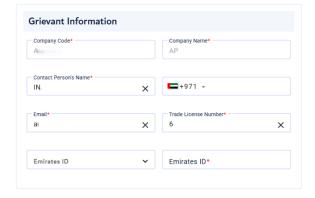
- 2. "Grievant Information" will be auto-captured as per your logged in user. Company Code and Company Name are non-editable fields. You may update the other information as required.
  - a. Contact Person's Name
  - b. Contact Number
  - c. eMail address
  - d. Trade license number
  - e. Document type (Emirates ID or Passport) and the Identity number

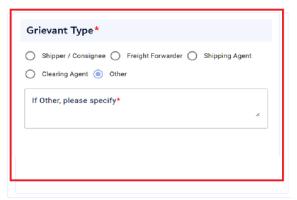


3. Choose the "**Grievant Type**" from the options. If "**Other**" is selected, please enter information on the provided field.

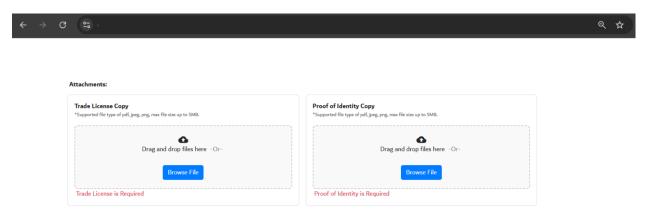
#### **Create New Request**

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

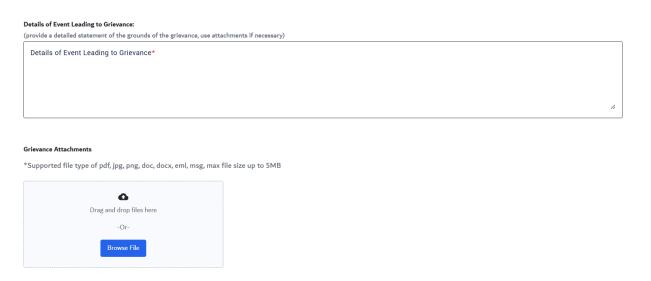




4. Upload the documents such as **Trade license copy** and **Proof of Identity copy** by file selection or by using the "drag & drop" feature.



5. Enter the detailed statement and upload supporting documents.



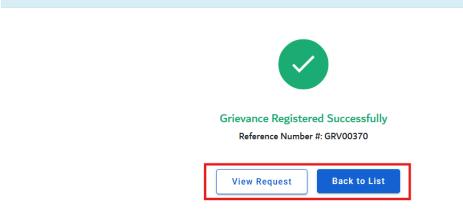
6. Acknowledge that the provided information is true and correct, then click on "Submit".



7. 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.

Click on "View Request" to view the summary of the request or click "Back to List" to go back to the landing page.



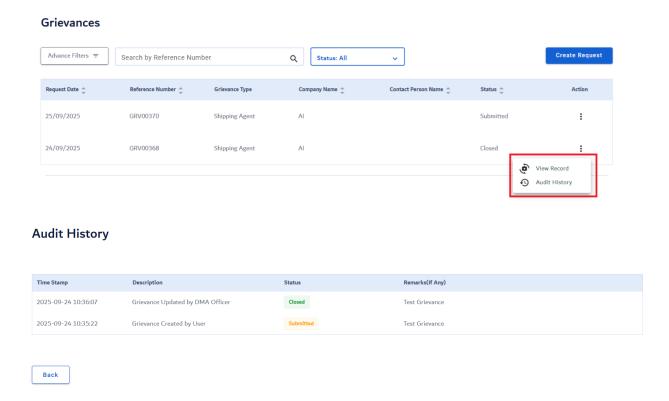
#### **List View**

All requests will be displayed.

### Grievances



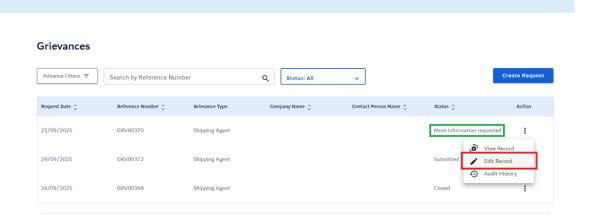
Click on the icon to "View Records" (request summary) or "Audit History" (chronological record (or log) that shows all the actions taken, from start to finish.)



#### **Returned Request:**

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

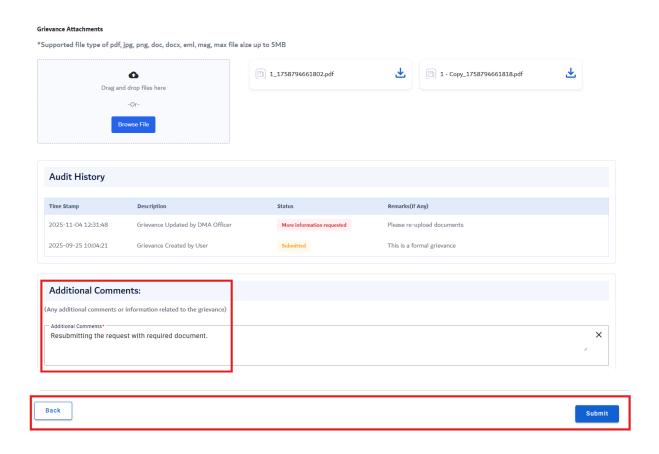
Click on the icon to "Edit Records"



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.



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

Click on "View Request" to view the summary of the request or click "Back to List" to go back to the landing page.

