



DMA Grievance Service User's Manual

دبي التجارية
DUBAI TRADE

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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.
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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:

Grievances

Advance Filters

Request Date	Reference Number	Grievance Type	Company Name	Contact Person Name	Status	Action
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Procedure:

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

Grievances

Advance Filters

Request Date	Reference Number	Grievance Type	Company Name	Contact Person Name	Status	Action
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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.
- Contact Person’s Name**
 - Contact Number**
 - eMail address**
 - Trade license number**
 - Document type (Emirates ID or Passport) and the Identity number**

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.

Grievant Information

Company Code* AP

Company Name* AP

Contact Person's Name* IN. X

+971 X

Email* ai X

Trade License Number* 6 X

Emirates ID X

Emirates ID* X

Grievant Type*

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

☐ Other

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.

Grievant Information

Company Code* AP

Company Name* AP

Contact Person's Name* IN. X

+971 X

Email* ai X

Trade License Number* 6 X

Emirates ID X

Emirates ID* X

Grievant Type*

☐ Shipper / Consignee ☐ Freight Forwarder ☐ Shipping Agent

☐ Clearing Agent ☒ Other

If Other, please specify* X

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

The screenshot shows a web browser window with a dark header. Below the header, there's a section titled "Attachments:". It contains two side-by-side boxes. The left box is titled "Trade License Copy" and has a sub-note: "*Supported file type of pdf, jpeg, png, max file size up to 5MB". It features a dashed border with a cloud icon and the text "Drag and drop files here -Or-". Below this is a blue "Browse File" button. At the bottom of the box, it says "Trade License is Required" in red. The right box is titled "Proof of Identity Copy" and has the same sub-note. It also has a dashed border with a cloud icon and the text "Drag and drop files here -Or-". Below this is a blue "Browse File" button. At the bottom of the box, it says "Proof of Identity is Required" in red.

5. Enter the detailed statement and upload supporting documents.

Details of Event Leading to Grievance:

(provide a detailed statement of the grounds of the grievance, use attachments if necessary)

A large, empty text area with a thin border. The text "Details of Event Leading to Grievance*" is at the top left. A small cursor icon is at the bottom right.

Grievance Attachments

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

A light blue box with a dashed border. It contains a cloud icon and the text "Drag and drop files here". Below this is the text "-Or-". At the bottom is a blue "Browse File" button.

6. Acknowledge that the provided information is true and correct, 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.

[Back](#)

[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.



Grievance Registered Successfully

Reference Number #: GRV00370

[View Request](#)

[Back to List](#)

List View

All requests will be displayed.

Grievances

Advance Filters

Search by Reference Number

Status: All

Create Request

Request Date	Reference Number	Grievance Type	Company Name	Contact Person Name	Status	Action
25/09/2025	GRV00370	Shipping Agent	AI		Submitted	
24/09/2025	GRV00368	Shipping Agent	AI		Closed	

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.)

Grievances

Advance Filters 



Status: All 

Create Request

Request Date 	Reference Number 	Grievance Type	Company Name 	Contact Person Name 	Status 	Action
25/09/2025	GRV00370	Shipping Agent	AI		Submitted	
24/09/2025	GRV00368	Shipping Agent	AI		Closed	

 View Record
 Audit History

Audit History

Time Stamp	Description	Status	Remarks(if Any)
2025-09-24 10:36:07	Grievance Updated by DMA Officer	Closed	Test Grievance
2025-09-24 10:35:22	Grievance Created by User	Submitted	Test Grievance

Back

Returned Request:

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

Click on the  icon to **“Edit Records”**

Grievances

Advance Filters 



Status: All 

Create Request

Request Date 	Reference Number 	Grievance Type	Company Name 	Contact Person Name 	Status 	Action
25/09/2025	GRV00370	Shipping Agent			More information requested	
29/09/2025	GRV00372	Shipping Agent			Submitted	
24/09/2025	GRV00368	Shipping Agent			Closed	

 View Record
 Edit Record
 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.

Grievance Attachments

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


Drag and drop files here
-Or-
[Browse File](#)

 1_1758794661802.pdf 

 1 - Copy_1758794661818.pdf 

Audit History

Time Stamp	Description	Status	Remarks(If Any)
2025-11-04 12:31:48	Grievance Updated by DMA Officer	More information requested	Please re-upload documents
2025-09-25 10:04:21	Grievance Created by User	Submitted	This is a formal grievance

Additional Comments:

(Any additional comments or information related to the grievance)

Additional Comments *

Resubmitting the request with required document.

×

[Back](#)

[Submit](#)

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.



Grievance Updated Successfully

Reference Number #: GRV00370

[View Request](#)

[Back to List](#)

