



دبي التجارية  
DUBAI TRADE

# *National Industries Park Raise a Complaint User's Manual*

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# Table Designs

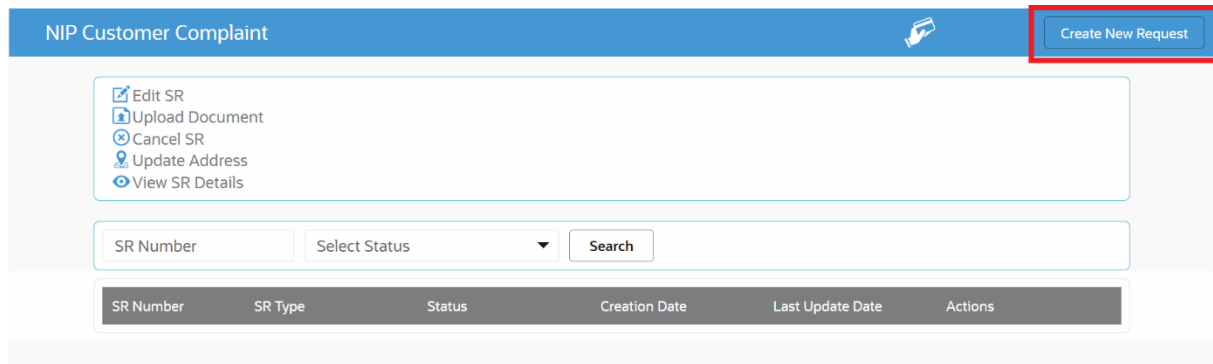
## DOCUMENT DETAILS

Document Name	Raise a Complaint
Project Name	
Business Unit	National Industries Park
Author(s)	DT Training Dept.
Last Updated Date	15 <sup>th</sup> November 2025
Current Version	1.0

This service enables customers to submit complaints to National Industries Park Customer Service department.

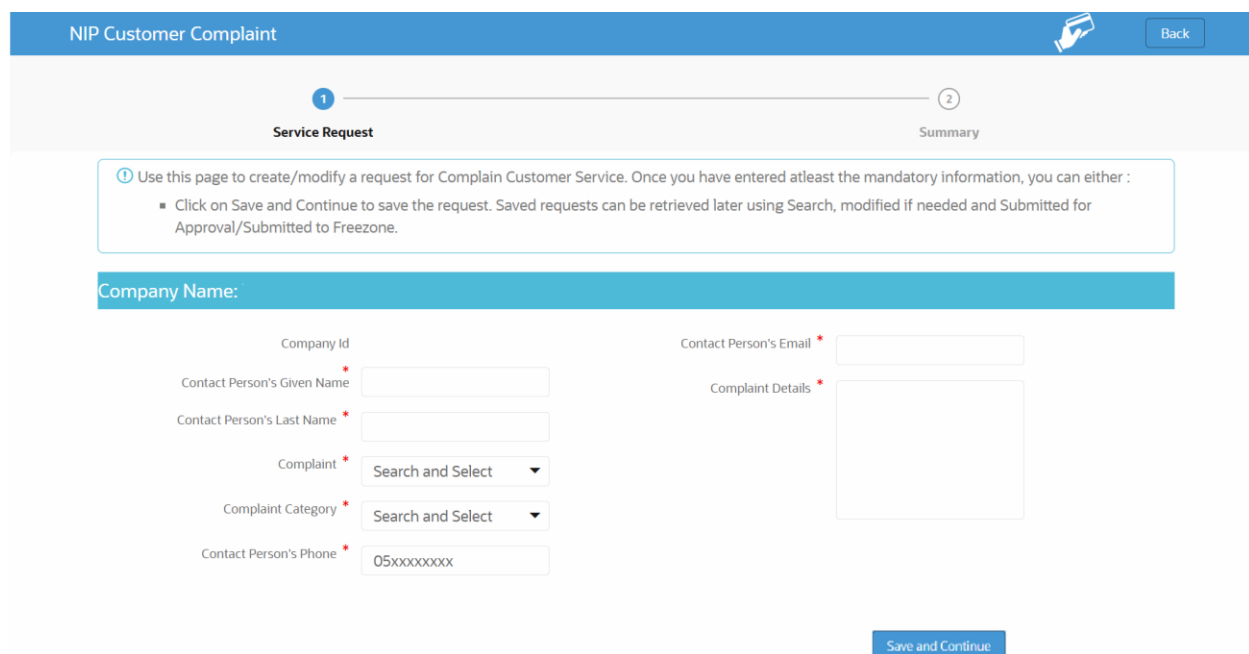
**Procedure:**

1. Click "Create New Request" to initiate the process.



The screenshot shows the 'NIP Customer Complaint' dashboard. At the top right, a blue button labeled 'Create New Request' is highlighted with a red rectangular box. Below the header, there is a list of actions: 'Edit SR', 'Upload Document', 'Cancel SR', 'Update Address', and 'View SR Details'. Below this is a search bar with fields for 'SR Number', 'Select Status' (a dropdown menu), and a 'Search' button. At the bottom, there is a table with columns: 'SR Number', 'SR Type', 'Status', 'Creation Date', 'Last Update Date', and 'Actions'.

2. Enter all the necessary information - ***Complainant's Name, Contact Information, Complaint Type, Complaint Category*** and the ***details of the complain.***



The screenshot shows the 'Service Request' form. At the top, there is a progress bar with two steps: '1 Service Request' and '2 Summary'. Below the progress bar, there is a blue box with instructions: 'Use this page to create/modify a request for Complain Customer Service. Once you have entered atleast the mandatory information, you can either :  
▪ Click on Save and Continue to save the request. Saved requests can be retrieved later using Search, modified if needed and Submitted for Approval/Submitted to Freezone.'

The form fields are as follows:

- Company Name: (blue header bar)
- Company Id: (text input)
- Contact Person's Given Name: (text input)
- Contact Person's Last Name: (text input)
- Complaint: (dropdown menu with 'Search and Select' text)
- Complaint Category: (dropdown menu with 'Search and Select' text)
- Contact Person's Phone: (text input with placeholder '05xxxxxxx')
- Contact Person's Email: (text input with red asterisk)
- Complaint Details: (text area with red asterisk)
- Save and Continue: (blue button)

Choose:

The image shows two side-by-side screenshots of a web form. Both screenshots have a red rectangular box highlighting a dropdown menu. The left screenshot shows the 'Complaint' dropdown menu with the following options: Behavior, Delay, Facility Civil, Facility Electricity, Inaccessibility, Other, Refunds, Regulation, and Service Delivery. The right screenshot shows the 'Complaint Category' dropdown menu with the following options: Access Cards - Security, Business Counter - Operations, Call Center - Operations, Construction Safety - EHS, DFSM - Imdaad, Dispute - Operations, Electrical Eng Imdaad, Engineering - Property, Facility Maint - Property, and Fines - Penalties Finance.

3. Click **"Save and Continue"** once all the information are entered.

The image shows a screenshot of a complaint form. At the top, there is a blue header bar with the text 'Company Name:'. Below this, the form contains several fields: 'Company Id' with the value '34758', 'Contact Person's Given Name' with the value 'Complainant Name', 'Contact Person's Last Name' with the value 'Complainant Last Name', 'Complaint' with the value 'Delay', 'Complaint Category' with the value 'Engineering - Prope', and 'Contact Person's Phone' with the value '0501234567'. To the right, there is a field for 'Contact Person's Email' with the value 'aaa@aaa.com' and a 'Complaint Details' field with the text 'Complaint details type here'. At the bottom, there is a checkbox labeled 'I hereby certify that:' followed by four numbered statements. The 'Save and Continue' button is highlighted with a red rectangular box.

4. The request summary will be displayed. You can "Edit" or "Submit" the application:

**NOTE:** The SR number is created at this stage.

1 Service Request 2 Summary

Details of the selected request are given below.

Company Name: SR Number: 20170742

Contact Person's Given Name	<b>Complainant Name</b>	Contact Person's Phone	<b>0501234567</b>
Contact Person's Last Name	<b>Complainant Last Name</b>	Contact Person's Email	<b>aaa@aaa.com</b>
Complaint	<b>Delay</b>	Complaint Details	<b>Complaint details type here</b>
Complaint Category	<b>Engineering - Property</b>		

Edit Submit

5. A successful submission confirmation will be displayed.

NIP Customer Complaint Back

1 Service Request 2 Summary

✓ Your request has been forwarded to the Free Zone for processing.

