



Consumer Protection Regulations

ANNEXE 1 THE TRA'S CONSUMER DISPUTE PROCEDURE

Version 1.0

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Telecommunications Regulatory Authority (TRA)
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CONSUMER PROTECTION REGULATIONS
ANNEXE 1
THE TRA’S CONSUMER DISPUTE PROCEDURE

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1 Introduction

- 1.1 The TRA’s Consumer Protection Regulations, Version 1.0, dated [31 December 2013] defines a Consumer Dispute as:

any correspondence or communication accepted by the TRA from a Consumer displaying dissatisfaction or grievance on the outcome of a Consumer Complaint or on matters within the scope of a Licensee’s business

and article 14.11.1 of those Regulations provides:

Generally, the TRA will handle Consumer Disputes only after a Consumer Complaint has been handled by a Licensee as specified in these Regulations and then within three (3) months of the last handling date by the relevant Licensee. However, at its discretion, the TRA may accept Consumer Disputes at any time

- 1.2 The foregoing implies that in the first instance, a Consumer who is dissatisfied with the services provided by a Licence should, in the first instance, raise the matter with the concerned Licence in accordance with that Licensee’s Consumer Complaint procedures.
- 1.3 In the event that the Licensee fails to resolve the matter to the satisfaction of the Consumer the matter may be escalated to the TRA for resolution under the TRA’s Consumer Dispute procedures. This document provides full details of the TRA’s Consumer Dispute procedures.



United Arab Emirates



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2 Consumer Dispute Procedure

- 2.1 Any Consumer who has submitted a Consumer Complaint to a Licensee and is dissatisfied with the manner in which the Licensee handled the Consumer Complaint, including the outcome of that process, may submit a Consumer Dispute to the TRA.
- 2.2 The TRA will assess the Consumer Dispute, and if the TRA considers the submission to be complete and appropriate the TRA will correspond with the concerned Licensee on behalf of the Consumer.
- 2.3 The TRA will not accept Consumer Disputes, which in the reasonable opinion of the TRA, are incomplete, frivolous, capricious, or a simply designed to damage the interests and good name of a Licensee.
- 2.4 Preparation of the Consumer Dispute
- 2.4.1 The person submitting the Consumer Dispute, must provide the following information and documents to the TRA:
- (a) The name, address and contact details (phone and email) of the Consumer;
 - (b) The Licensees complaint reference number, and the Consumer’s account number;
 - (c) Copies of personal identification documents: UAE ID card, or passport;
 - (d) A written description of the dispute
 - (e) Copies of all correspondence with the Licensee; and
 - (f) A written authorisation or power of attorney, if the person submitting the complaint is not the Consumer/account holder,
- 2.5 Review and acceptance of the Consumer Dispute
- 2.5.1 The TRA will conduct an initial assessment of the Consumer Dispute. In particular the TRA will be concerned to check that the dispute is genuine and that the submission is complete.
- 2.5.2 If the TRA does not accept the Consumer Dispute, the person submitting the dispute will be notified immediately, and the TRA will consider the case to be closed.
- 2.6 Correspondence with the concerned Licensee
- 2.6.1 The TRA will submit a copy of the Consumer Dispute to the concerned Licensee, together with a covering letter and any instructions to, or questions of, the Licensee that the TRA may see fit to make or raise.



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- 2.6.2 The TRA will set a deadline for the Licensee to investigate and respond to the Consumer Dispute. The deadline will generally be 15 working days.
- 2.6.3 Licensees shall use their best endeavours to close the dispute by the set deadline. In the event that the Licensee requires a longer period of time to process the Consumer Dispute, then the Licensee shall make a written request for an extension.
- 2.7 Review of the Licensee’s response to the Consumer Dispute
- 2.7.1 The TRA will carefully review the Licensee’s response to the Consumer Dispute and in the event that the TRA is not satisfied with the actions taken by the Licensee, or with the Licensee’s response the TRA will provide further instructions to the Licensee.
- 2.7.2 When the TRA is satisfied with the actions and response of the Licensee, the TRA will inform the Consumer of the outcome and if the Consumer is satisfied, the TRA will close the case.
- 2.7.3 In the event that Consumer is not satisfied with the outcome, the TRA may reopen the case and submit further instructions to the Licensee.
- 2.8 Communications with the Consumer
- 2.8.1 The TRA will use its best endeavours to keep Consumers informed as to the status and progress of any Consumer Dispute submitted to the TRA.