



## User Guide of Response to customers complaints

A Service which complaints received by customers are addressed either within the Authority or local customs in order to increase customers happiness.

### Steps to apply customer's complaints:

1. Login by Username/ Create User/ Login with UAE PASS or Continue as Visitor:

The screenshot shows the website's login interface. At the top, there is a navigation bar with links for 'Home', 'FCA', 'UAE CUSTOMS', 'ESERVICES', 'DIGITAL PARTICIPATION', 'OPEN DATA', 'ARCHIVE', and 'MEDIA CENTER'. Below this, the main content area is titled 'Customers Complains' and contains a message: 'We are very pleased to serve you 24/7. In order to make it easy for you to access our services, we provide several means to access our services. You can use the credentials that you registered earlier, register a new account or log in using your digital ID, or you can even log in as a guest. With only simple and easy steps, you can enjoy all technical and technological features provided to the registered users on our website or smart application.' Below the message are two buttons: 'Create User' and 'Continue as Visitor'. To the right of these buttons is a login form with a 'User Email' field (containing 'Example: abcd@example.com') and a 'Password' field (containing '\*\*\*\*\*'). Below the form are checkboxes for 'Remember Me' and a link for 'Forgot password'. A 'LOGIN' button is positioned below the form. Below the login form is a section for 'Login With UAE PASS' with a subtext: 'A single trusted digital identity for all citizens, residents and visitors.' The page also features a search bar at the top right, a 'Live Chat' button at the bottom right, and a vertical sidebar of social media icons on the far right.

2. Fill out the customers complaints form and press "Submit"

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## Customers Complains

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0%

Registration

Feedback

Approval

**Name \***

**Company Name \***

**Email Address \***

**Nationality \***

**Country \***

**Code \***  **Mobile Number \***

**Age Group \***

**Gender \***  Male  Female

**Favorite Service Channel**

**Language**

**Complain Type**

**Complain Classification \***

**Complain Title \***

**Preferred Time**

**Complain \***

**Attachments**

I'm not a robot reCAPTCHA  
[Privacy](#) [Terms](#)

### 3. Reference Number

## Thank You

Thank you, your request has been received successfully and we will reply you within 3 working days.

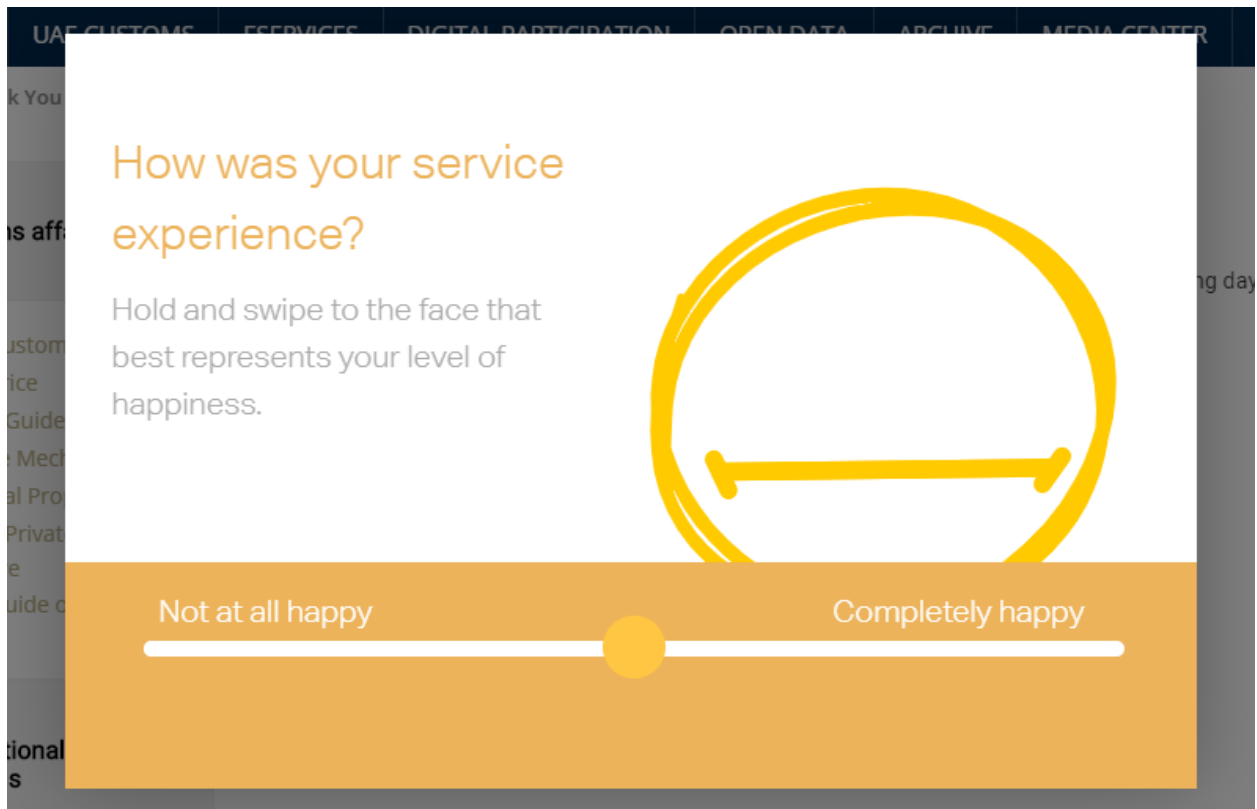
Reference Number: 576

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### 4. Feedback




UAE CUSTOMERS SERVICES | DIGITAL PARTICIPATION | OPEN DATA | ARCHIVE | MEDIA CENTER

Thank You

## How was your service experience?

Hold and swipe to the face that best represents your level of happiness.

Not at all happy  Completely happy

Not at all happy  Completely happy

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