



# JAFZA eSERVICES Raise a Complaint - Approval User's Manual

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## DOCUMENT DETAILS

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### Document Information

Document Name	Raise a Complaint
Project Name	JAFZA eService Manuals
Business Unit	JAFZA
Author(s)	DT Training Dept.
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Current Version	1.0

### Revision History

Version	Date	Author	Designation	Description of change

### Approval History

Version	Date	Name	Designation	Comments

### Distribution

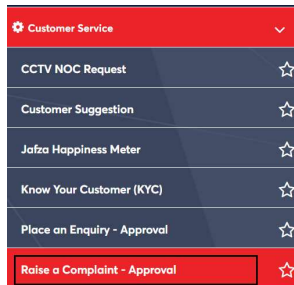
Version	Location

# Raise a Complaint - Approval

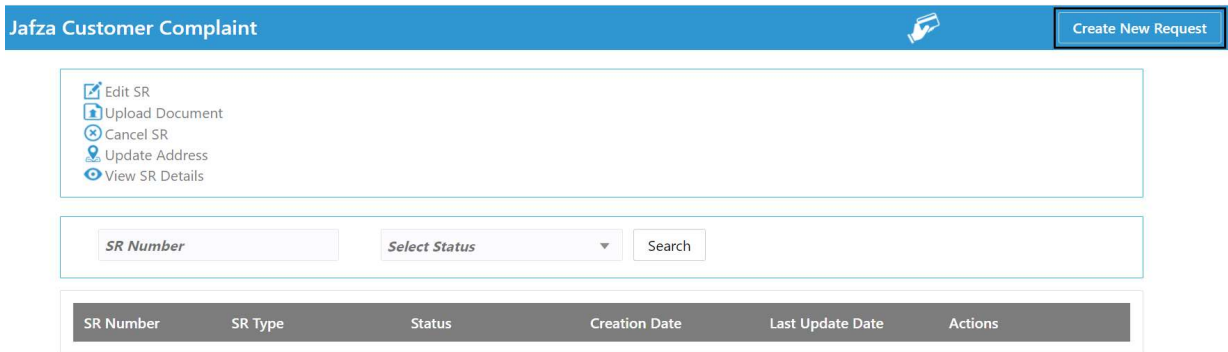
*This service is for a customer to raise their complaint with JAFZA.*

## Navigation:

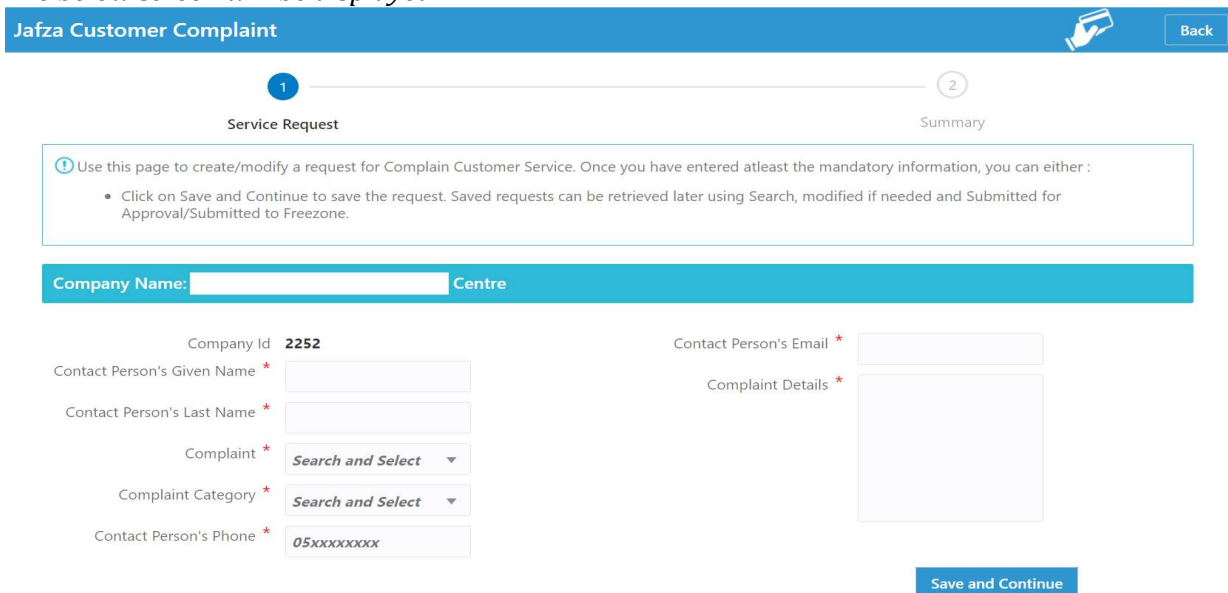
1. Login to **Dubai Trade**
2. Go to **Customer Service** from the menu on the left
3. Click on **Raise a Complaint – Approval**



4. Then Click on **Create New Request**




*The below screen will be displayed*



# Raise a Complaint - Approval

## Procedure:

1. Enter the required details then click **Save and Continue**

**Jafza Customer Complaint**  [Back](#)

1 2

Service Request Summary

**!** 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.

Company Name:  Centre

Company Id	2252	Contact Person's Email *	<input type="text"/>
Contact Person's Given Name *	<input type="text"/>	Complaint Details *	<input type="text"/>
Contact Person's Last Name *	<input type="text"/>		
Complaint *	Search and Select		
Complaint Category *	Search and Select		
Contact Person's Phone *	05XXXXXXXX		

**Save and Continue**

2. Review the details then click **Submit to FreeZone**

**Jafza Customer Complaint**  [Back](#)

✓ 2

Service Request Summary

**!** Details of the selected request are given below.


Company Name:  Centre SR Number: SR00023093

Contact Person's Given Name	Si	Contact Person's Phone	0560000000
Contact Person's Last Name	K	Contact Person's Email	n@dubaitrade.ae
Complaint	Other	Complaint Details	TEST
Complaint Category	Business Counter - Operations		

**Edit**

**Submit to FreeZone**

*The below confirmation will be displayed*

**Jafza Customer Complaint**  [Back](#)

✓ 2

Service Request Summary

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

SR Number	Customer	Status
SR00023093	Centre	Submitted to Free Zone

