JAFZA eSERVICES
Raise a Complaint - Approval
User's Manual

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DOCUMENT DETAILS

Document Information

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Revision History

Version	Date	Author	Designation	Description of change

Approval History

Version	Date	Name	Designation	Comments

Distribution

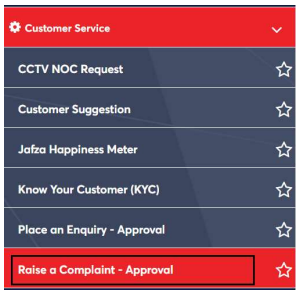
Version	Location

Raise a Complaint - Approval

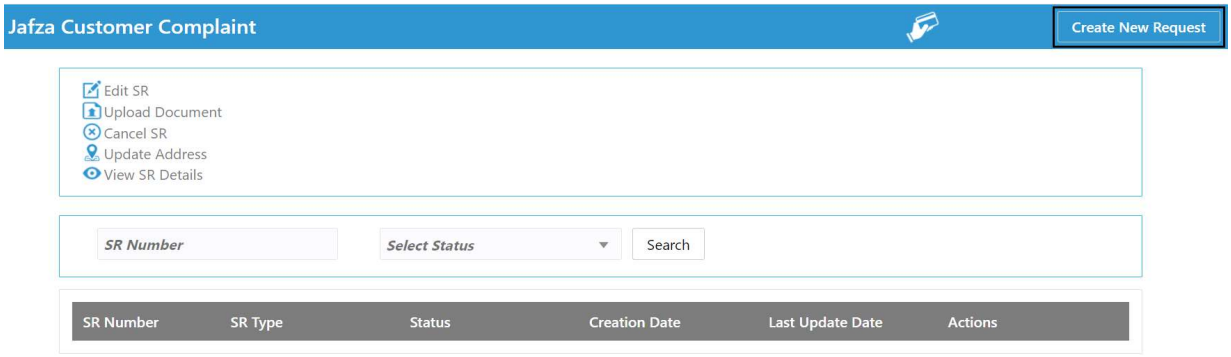
This service is for a customer to raise their complaint with JAFZA.

Navigation:

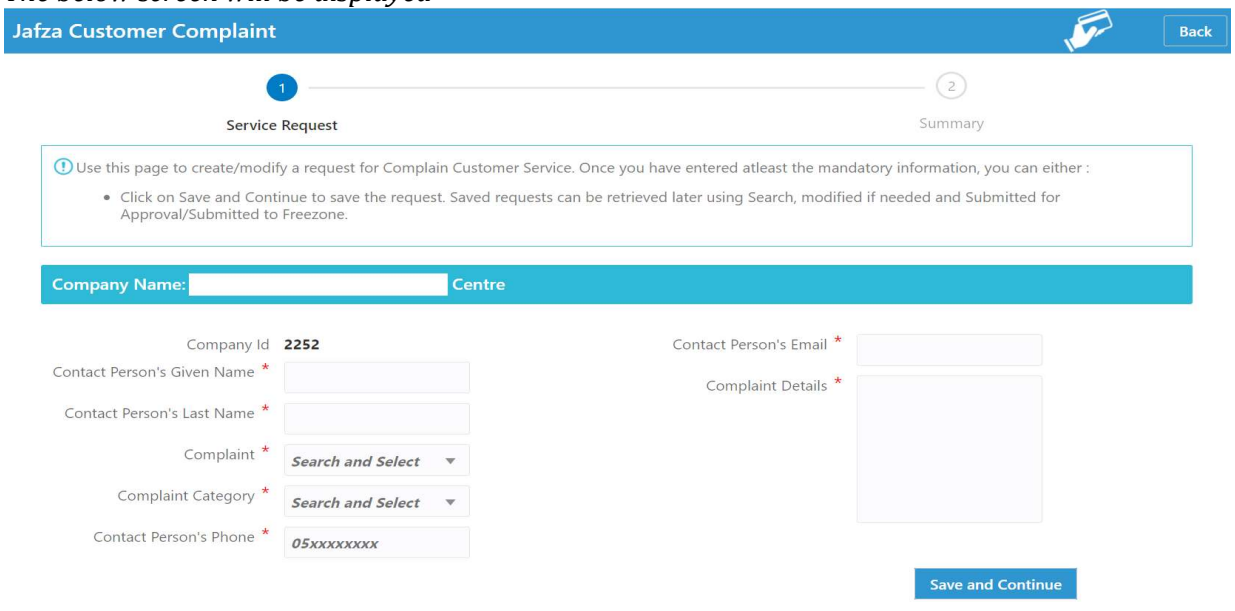
1. Login to **Dubai Trade**
2. Go to **Customer Service** from the menu on the left
3. Click on **Raise a Complaint – Approval**



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

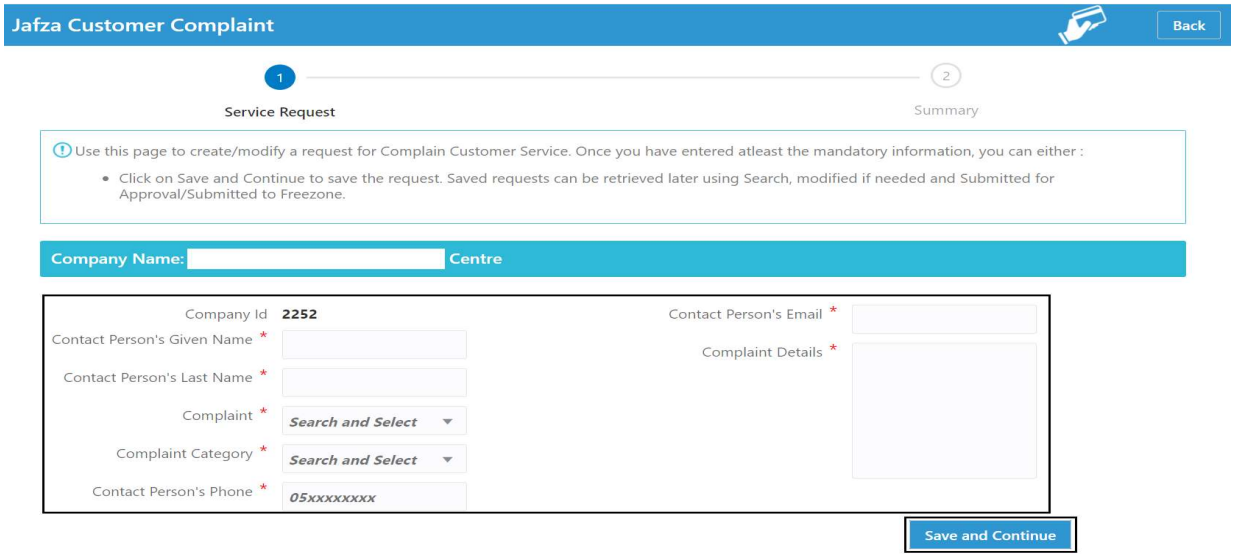


The below screen will be displayed

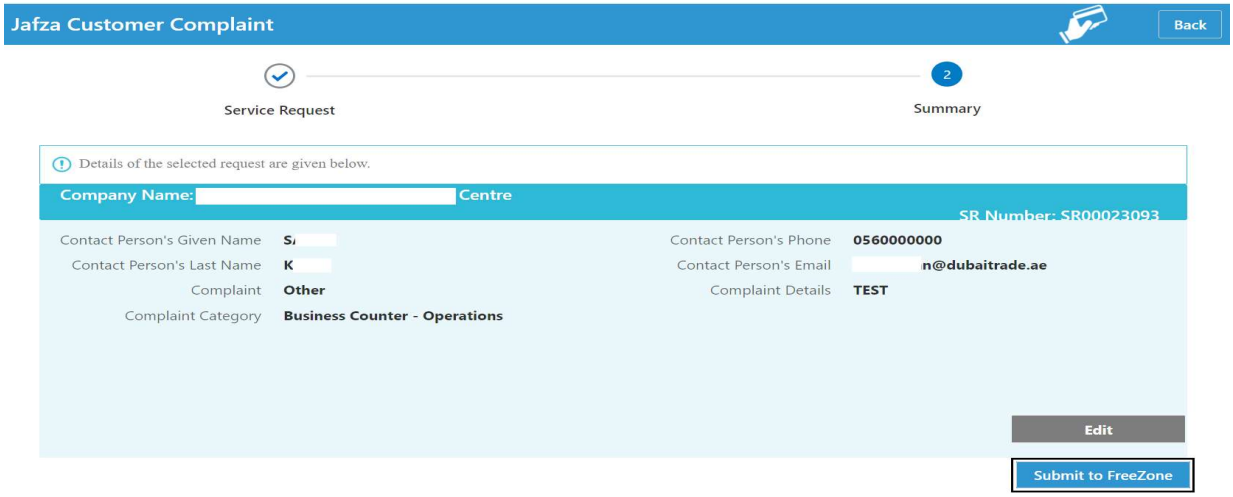
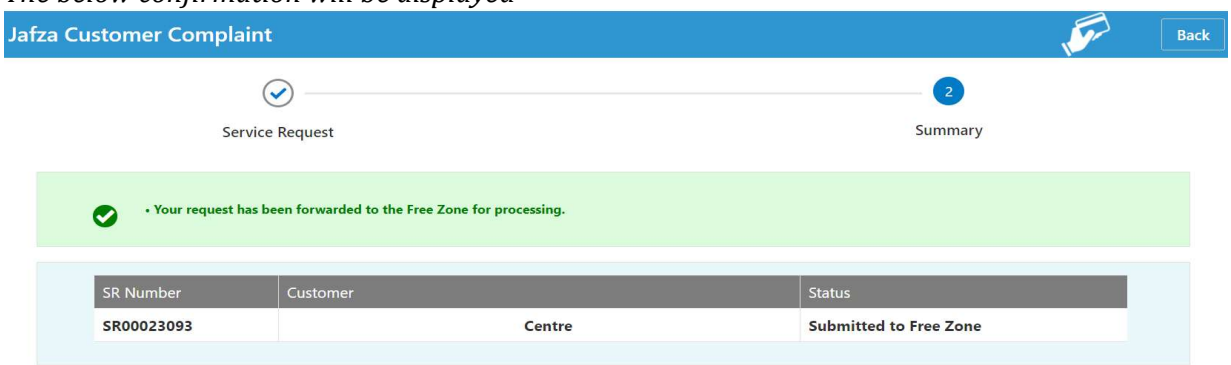


Procedure:

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



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



The below confirmation will be displayed