

# **CUSTOMER CARE & COMPLAINT HANDLING POLICY**

## **DPW-UAE-RF-COM-PL01**

DP World is continually striving to improve and enhance the services provided to its customers. Our organization is committed to create a challenging and rewarding environment in which all employees are skilled, motivated, and have the resources to respond to the needs of our customers and exceed their expectation. We take pride in providing valuable information and services from highly trained staff by treating current and potential customers with courtesy by being air, respectful and professional. We handle each complaint in an equitable, objective, and unbiased manner while ensuring confidentiality of information at all times.

At DP World, we accept complaints from customers within two calendar months of the incident occurrence date via E-mail of Dubai Trade Portal. Customer Care representatives receive complaints through the following addresses:

E-mail: [customerservice@dpworld.com](mailto:customerservice@dpworld.com)

Dubai Trade Website: [www.dubaitrade.ae](http://www.dubaitrade.ae)

- **LOGGING COMPLAINTS**

Customers must log their complaints within two calendar months of the incident occurrence date. Complaints logged after the specified duration will not be considered.

- **ACKNOWLEDGEMENT AND CONCLUSION**

Our representatives will acknowledge the receipt of customer complains within three working hours and shall use our best efforts to find a satisfactory solution to these complaints. Processing te investigation and communicating the final decision for normal non-complex complaints should take five working days.

- **RE-OPENING**

Customers may re-open their closed cases within five calendar days if they find the complaint resolution is not to their satisfaction level. Processing the investigation and communicating the final decision should take an additional five working days.

- **INVOICES**

If the complaint results in approval by DP World to pay monetary compensation, customers must submit invoices for monetary compensation within two calendar months of the complaint closure date.

- **CREDIT NOTES**

After submission by the customer of a valid invoice as per above, credit notes will be issued within 14 working days of the receipt of such an invoice.

This policy provides the general guidelines in relation to the complaint handling, which may vary depending on the nature and complexity of a specific case and other factors such as, the means and ease by which the customer can be contatedl; the availability of the customer, unsubstantiated complaints and whether information is needed from a third party.

SHAHAB ALJASSMI  
DIRECTOR – P&T COMMERCIAL, COMMERCIAL – DP WORLD, UAE REGION