

Definition of Service			
Service Name	Grievance against a decision or fine issued by The Government of Dubai Legal Affairs Department		
Service Description	Submission of a grievance application from an entity against decision or a violation order issued by The Government of Dubai Legal Affairs Department.		
Information about the Service			
Beneficiary of the Service	An entity against whom a violation order or fine has been issued		
Service Provider's Directorate	Advocates and Legal Consultants Affairs Directorate		
Service Channels Provided	1- Email advocates@legal.dubai.gov.ae Legal.consultancy@legal.dubai.gov.ae 2- In Person		
Service Provision Timeframe	Thirty (30) Working Days	Service Fees	N/A
Direct Contact Number	04 353 3337	E-mail Address	advocates@legal.dubai.gov.ae Legal.consultancy@legal.dubai.gov.ae
Requirements and Procedures			
Service Requirements	Grievance application must be submitted within thirty (30) days from the date of being notified of the violation.		
Required Documents	1- Grievance request (In Arabic) 2- Any supporting documents the applicant seeks to rely in support of the reasons contained in the grievance.		
Application process	1- The applicant submits a grievance request. 2- The Department reviews the request; 3- The Department issues the decision; and 4- Notification of the Department's decision is issued to the applicant. 5- In the event the Department rejects the application, the violator is will be requested to remit payment of the outstanding fine amount within (10) working days.		