

If you would like to raise a complaint, please follow the steps below:



If you have an issue that requires escalation, you can raise a formal complaint on any of the available channels



Submit complaint by any means



Online

[Submit a complaint](#)



Fax

[+973 17547789](tel:+97317547789)



We will acknowledge your complaint within **one working day** and provide you with your Complaint Reference Number



We will investigate the matter




We will endeavor to share the findings and outcome with you within one week



Complaint closed



 Dissatisfied with response or delay



If you are dissatisfied with our response or a delay on our part, you can refer the matter to the relevant regulator