United Arab Emirates

Federal Authority for Identity, Citizenship, Customs and Port Security

Customer Complaint Guide

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1. Definitions:

Term	Definition
Guide	Customer Guide of using ICP Complaints and enquiries System
ICP	Federal Authority for Identity and Citizenship, Customs and Port Security
Complaint System	An online complaint submission system that allows ICP service beneficiaries to contact ICP and submit their complaints, as indicated in the Guide.
Departments	ICP's departments
Complaint	Complaints are an expression of dissatisfaction or discontent with specific aspects of the services or service delivery channels provided by the Authority. They are considered one of the primary means through which customers communicate the challenges they face — whether related to service procedures, the behavior of service staff, delays in service completion, the complaint handling process itself, or any other related matters.
Customers	Whoever benefits from ICP's services, is affected by the outcomes and results of its activities or deals with ICP to obtain a service or product.
Service	The product or service resulting from one or more processes conducted by ICP's departments in the form of an interaction between the customers and ICP.
Concerned Department	The department to which the complaint is submitted and that is responsible for its follow-up and resolution.
Reference Number	The number through which the complaint can be tracked.

2. Introduction:

In line with its commitment to customer happiness and rapid complaint resolution, the Federal Authority for Identity, Citizenship, Customs and Port Security (ICP) launched the Customer Complaint System (Unified Voice of Customer Portal) to receive and process all complaints related to its services, channels, and jurisdictions — whether traditional, electronic, or smart — through one unified platform that allows customers to submit and track complaints anytime, anywhere

3. Overview:

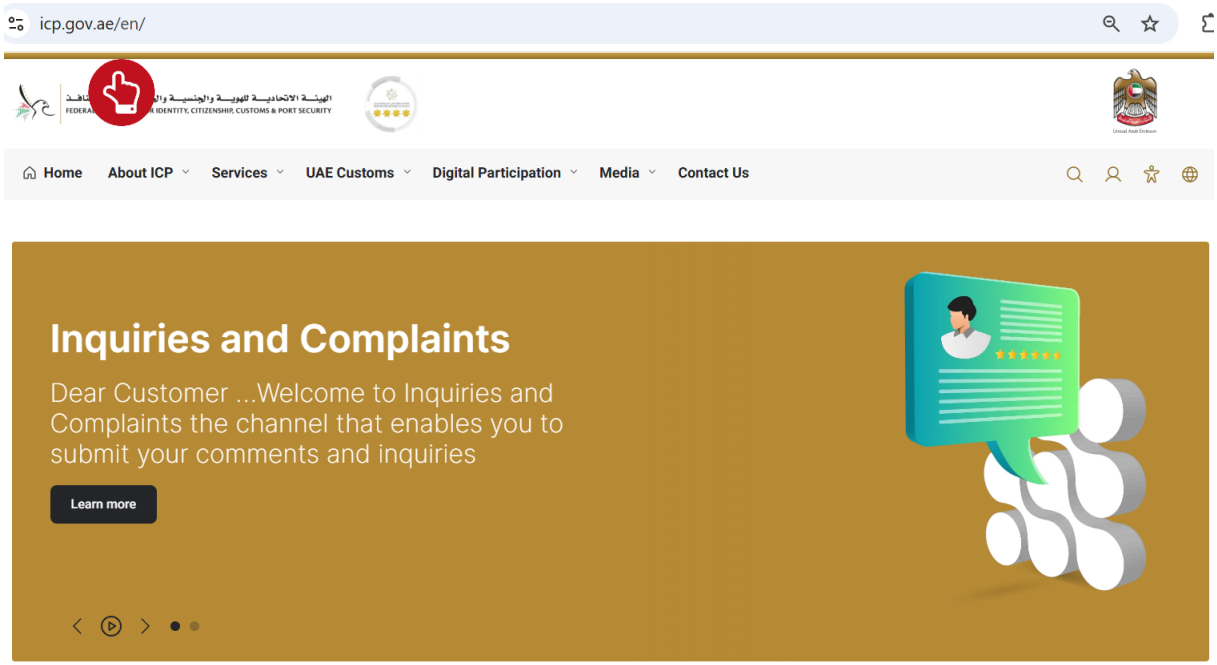
3.1. This Guide provides an overview of the steps customers should follow when using the Customer Complaint System.

4. Objective:

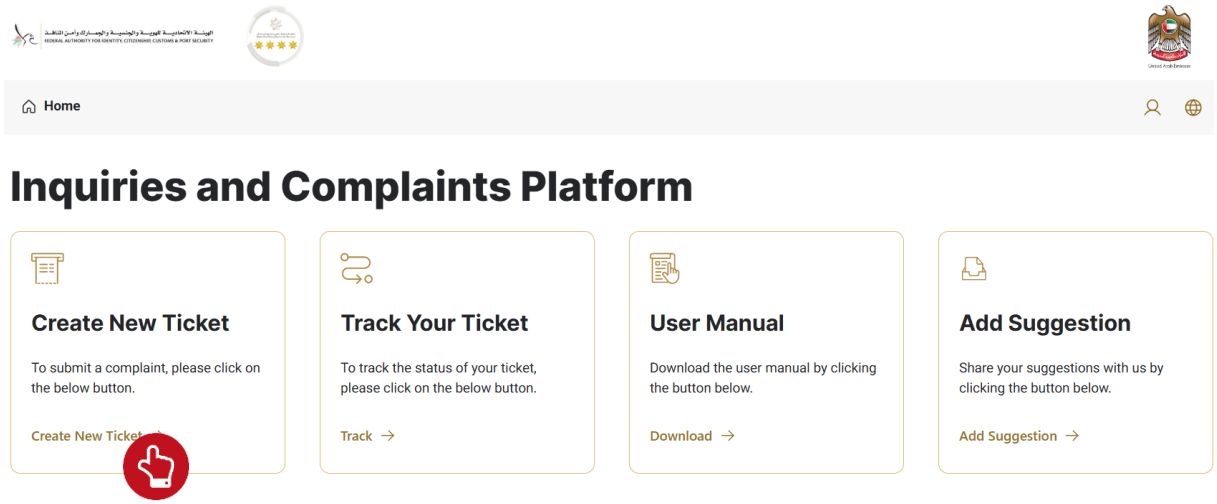
4.1. The objective of this Guide is to familiarize customers with the Complaint System procedures and provide clear instructions for submitting and tracking complaints.

5. Procedures:

5.1. Applicants can access the Complaint System through ICP's official website www.icp.gov.ae by clicking the icon titled "Create New Ticket" on the home page.

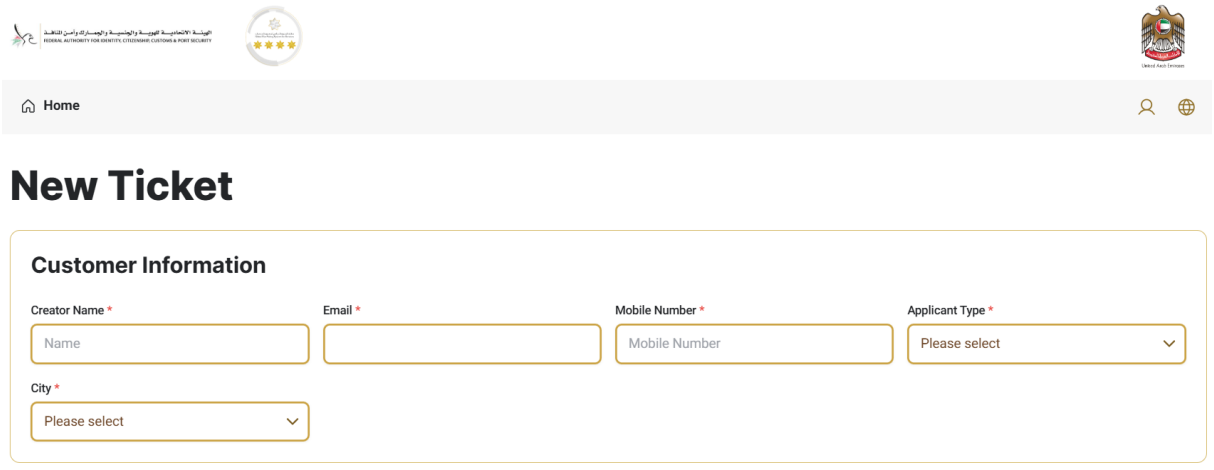


On this screen, applicant can add a new complaint or track a complaint already submitted.



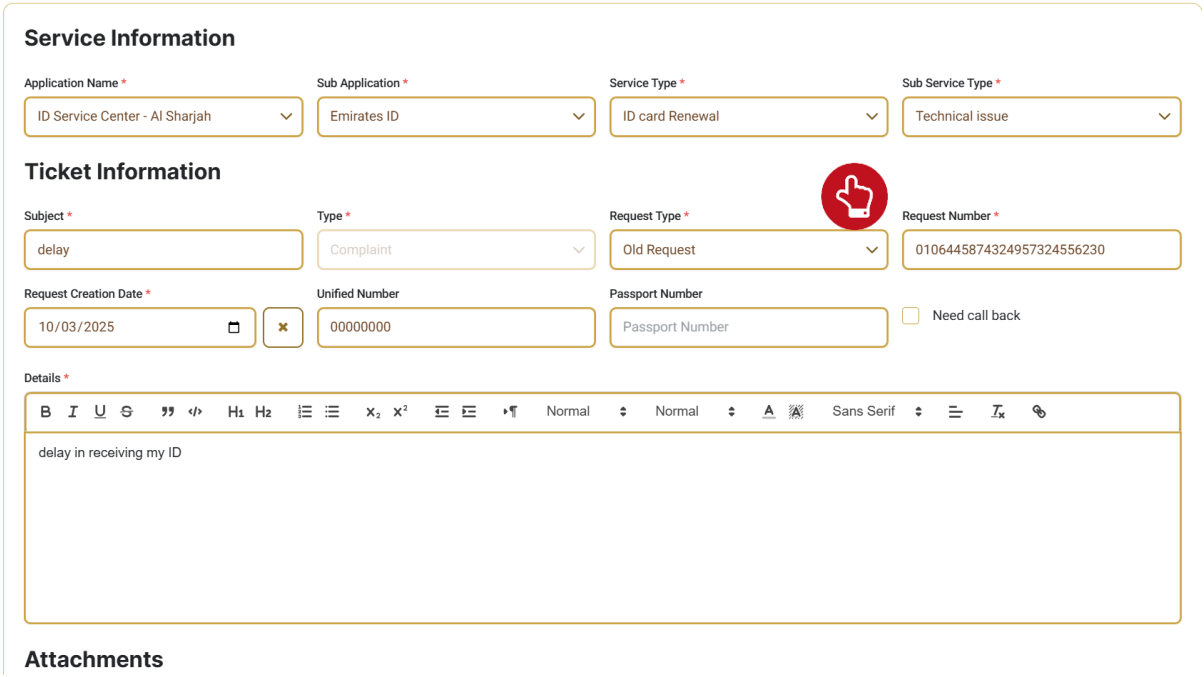
5.2. Adding new complaint: Applicant can add a new complaint by clicking on the field “Create New Ticket”. The complaint submission form is divided into three main sections:

5.2.1. Customer’s Details: Applicant enter full name, phone number, email, preferred communication method, preferred language, and country of residence..



5.2.2. Service Details: Applicants need to select the department and service type accurately to ensure the complaint reaches the concerned department for review.

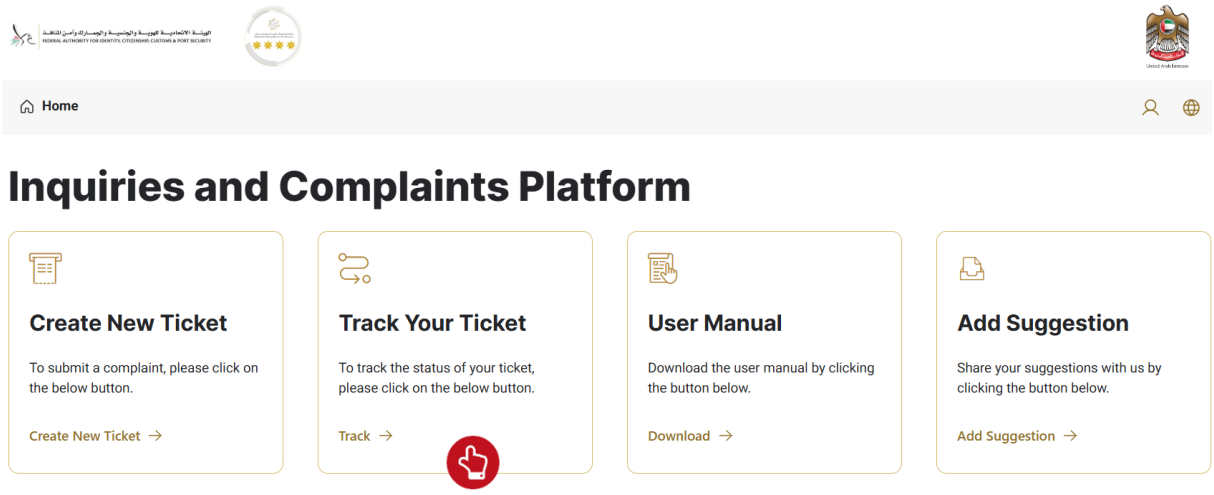
5.2.3. Application Details: Applicants must provide a detailed description of the complaint and attach any supporting documents, then click “Submit”. The system will generate a reference number to help the applicants track their case.

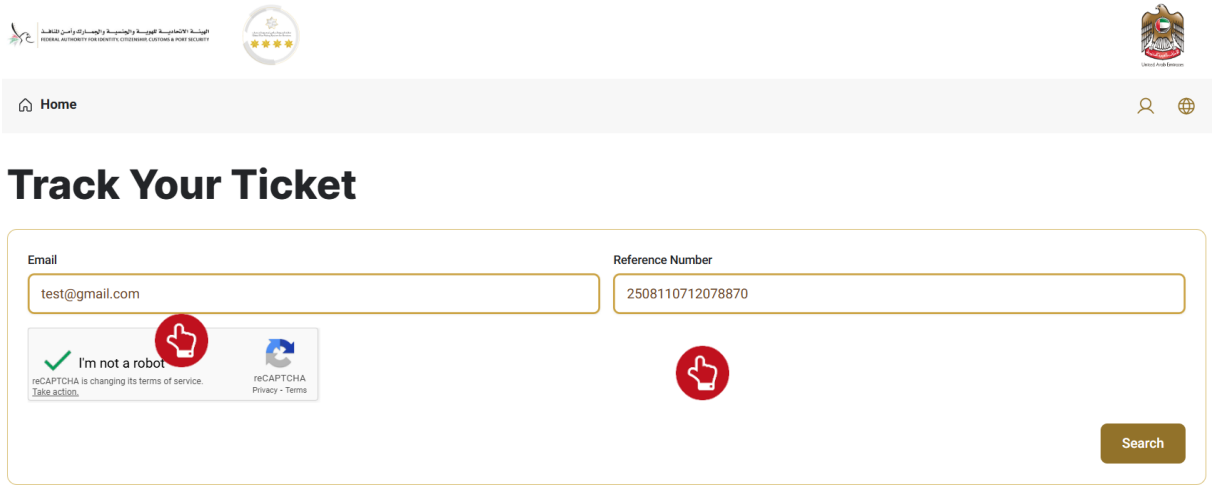


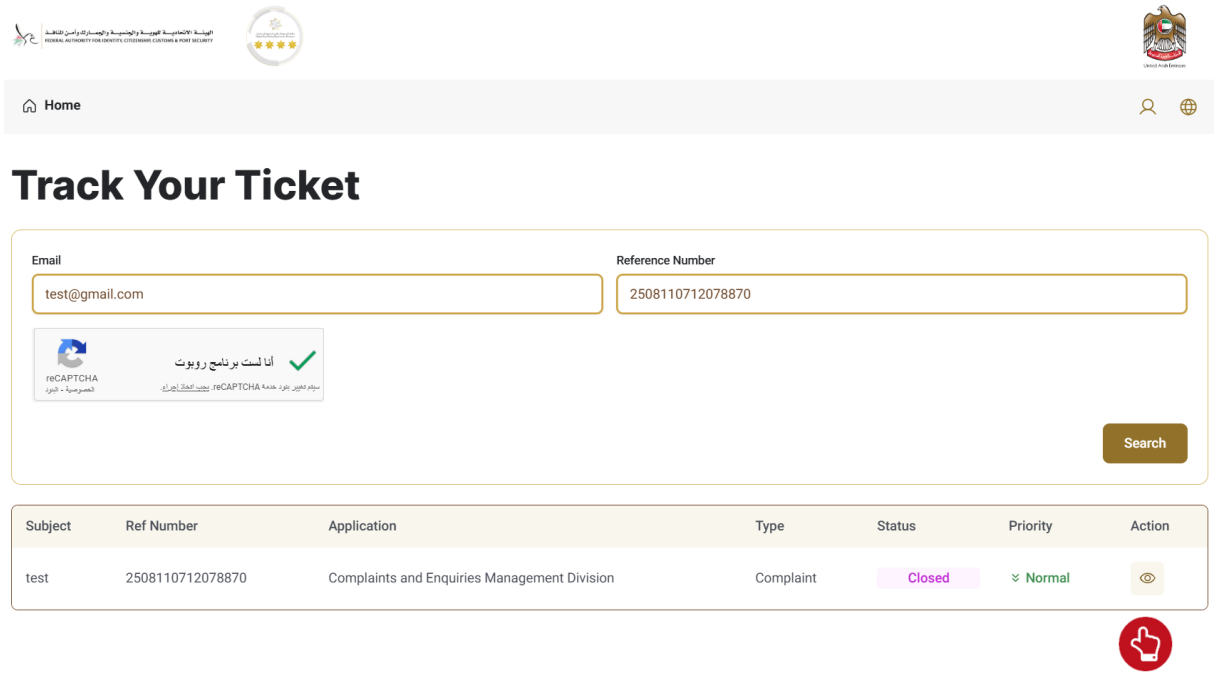
6. Tracking the Complaint

6.1. Notifications: Once applicant complaint is submitted, he/she will receive an email notification containing the reference number. The concerned department will review the case and take the necessary actions within five (5) working days. Applicant will receive another email notification once the complaint has been resolved or if further information is required.

6.2. How to track your complaint: Applicant can track their complaint, by opening the “Track Complaint” page, entering their registered email address and reference number, and they will be able to view the latest status of their complaint.


Home
Inquiries and Complaints Platform
Create New Ticket
To submit a complaint, please click on the below button.
Create New Ticket →
Track Your Ticket
To track the status of your ticket, please click on the below button.
Track →
User Manual
Download the user manual by clicking the button below.
Download →
Add Suggestion
Share your suggestions with us by clicking the button below.
Add Suggestion →


Home
Track Your Ticket
Email
test@gmail.com
Reference Number
2508110712078870
I'm not a robot
reCAPTCHA is changing its terms of service.
Take action.
reCAPTCHA
Privacy - Terms
Search



7. Support and assistant

If applicants are encountering any difficulty in tracking or submitting their complaint, they may contact the ICP Call Center at 600 522222 for assistance.

Applicants may also visit the nearest ICP Customer Happiness Center, where ICP staff will assist the applicant in submitting or following up on their complaint.