



How to File a Labour Complaint

with the Ministry of Human Resources and Emiratization?



Stage 1

Filing a complaint

In the event of a breach of legal or contractual obligations, either party in the labour relationship (employer or worker) within the private or domestic worker sector may register a complaint with the Ministry through the following channels, without requiring an initial review from the Ministry:

1

Labour Claims and Advisory Call Centre at
80084



2

MoHRE Website



3

MoHRE UAE Mobile Application



After submitting a complaint through one of the specified channels and providing the necessary information and documents, if applicable, both parties will receive a text message with the complaint reference number, inviting them to resolve the dispute amicably.



Labourer Requirements:

Work Permit Number

Passport Number

Unified ID Number
(for domestic workers)



Employer Requirements:

Establishment Number

Unified ID Number
(for domestic worker establishments)

Stage 2

Remote Communication

Within 14 days of registering the complaint, a representative from the Ministry will contact you by phone to investigate the dispute and take one of the following actions:

Final Settlement:

Issuing a final settlement between the parties regardless of the claim value.

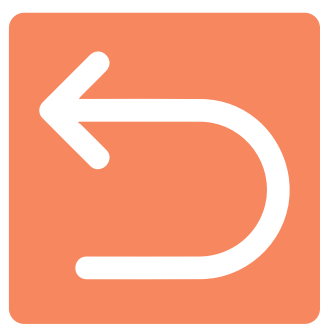
Final Decision:

Issuing a final decision on the complaint, provided that the claim value does not exceed (50,000) fifty thousand dirhams.

Court Referral:

In case an amicable resolution has not been reached and the claim value exceeds (50,000) fifty thousand dirhams, the dispute will be referred to court.

General Guidelines



Withdrawal of Complaint: The complainant may withdraw the complaint by contacting the toll-free number 80084.



Non-Response: Should the complainant fail to respond within the stipulated timeframe, the complaint may be closed.



Reschedules: Appointments can be rescheduled according to the complaint details.



Legal Notice on Filing a Complaint

The Ministry's decision on the dispute will carry the power of an execution writ. Either party involved in the dispute may appeal this decision to the competent Court of Appeal within (15) fifteen business days of being notified of the decision.

A request to cancel the work permit must be submitted within (60) sixty days of the notification, unless the employment relationship is still ongoing. Otherwise, the work permit will be cancelled without further notice to the parties involved in the dispute.



Court Referral Notice:

If the dispute claim exceeds (50,000) fifty thousand dirhams and is referred to court, it must be filed within (14) fourteen days from the referral date. Workers may apply for a temporary work permit with a new employer during this period, except in cases where the worker is accused of absconding from work.

In all cases, a request to cancel the work permit must be submitted within (14) fourteen days from the issuance final decision on the case if the employment relationship between both parties has ended. The work permit cancellation will be processed without consulting the parties involved after six months from the date of referral to court. However, cancellation will be halted if a work abandonment complaint is proven or if the worker had left the job without fulfilling their contractual obligations, until the matter is resolved.

