

Customer Service & Complaint Policy

DP World is continually striving to enhance the services provided to the customers. Our organization is committed to creating a challenging and rewarding environment in which all employees are skilled, motivated, and have the resources to respond to the needs of our customers. We take pride in providing high quality information and services from high quality staff by treating all customers and potential customers courteously and being fair, polite, respectful and professional at all times.

We at DP World accept complaints from customers received by telephone, fax, email and hard copy. Customer Service Representatives receive complaints through our

contacts: Telephone: 04 8815555
Fax: 04 8816271
Email: customerservice@dpworld.com

Our representatives shall acknowledge the receipt of customers' complaints within one working day. Processing the investigation and communicating the final decision would normally take five working days. DP World Customer Service Staff shall act promptly, efficiently, and be clear about what action will be taken and when.

DP World communicates and accepts suggestions from the customers. Customers are to be consulted regularly to obtain feedback on our services and to use that feedback positively.



Mohammed Al Muallem

Senior Vice President & Managing Director

DP World, UAE Region