

## Client Procedure (CP) Labour Dispute

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## 1. Purpose and Objective

The purpose of this procedure is to facilitate information to Trakhees customers regarding the procedural requirements to control the labour dispute, and protect the client from any fine imposed on him due to working of one of his employee with others.

## 2. Scope

This procedure covers all dispute cases that might arise between the company owner/manager and company staff. The labour dispute cases can be from the company owner/manager against company staff or company staff against the company owner/manager.

## 3. Definitions and Abbreviations

- 3.1 Labour Dispute - Disagreement or a conflict between labour and employer, or about which grievance is expressed by workers or employer.
- 3.2 Employer - Is any natural person who uses one or more labour for a wage of any kind. Employer may include the business owner and/ or business manager.
- 3.3 Labour - Is any person working for a wage of any kind in the service of the employer and/ or under his management or supervision.
- 3.4 LD - Trakhees Licensing Department.
- 3.5 Complainant -The applicant of the dispute case.

## 4. Procedure

4.1 The complainant should approach Trakhees Happiness Centre regarding a dispute case and provide any evidences of the case as possible.

4.2 LD dispute officer will review the application and accordingly will:

4.2.1 Accept: in case the dispute case is accepted, process will proceeds to the next steps.

4.2.2 Reject: in case the request is not complying with applicable regulation, LD will reject the submission and state the reason for rejection.

4.2.3 More information: in case missing of documents. LD will state the missing information and complainant should update the requirements.

5.1. 4.3 Upon approval, LD will issue a letter to Court or to Immigration (as per the complaint nature), Customer may approach Dubai Courts/ immigration and solve the case.

4.6 In case the dispute is raised against a company with no contact of the employer or /closed company and requested for cancellation, LD will verify the request. If there is no answer from the employer, LD will send request to Inspection Department and Nakheel to conduct inspection. Upon confirmation, the applicant should top the amount for cancellation to the company account provided by LD. Once the payment is settled, the applicant should submit the receipt to LD to process the cancellation. Applicant should collect the cancellation paper from LD.

Note:

**In case of any update regarding the case related to license or visa, the officer will keep involved personal update throw email, and follow up with internal departments**

## 5. Service Completion Time

	Service	Completion Time
5.1	Review the submission and reject / issue letter (from the submission date)	1 working day
5.2	Cancel employee visa/ reject the request for cases of visa cancellation against closed facilities	2 W.Ds

## 6. Service Fees

No.	Service	Fees (AED)
7.1	Filing a dispute case	Free of Charge

## 7. Related Document/Forms

7.1 TRK-LD-GS-SF13a, Dispute Court Letter.

7.2 TRK-LD-GS-SF13c, Dispute Letter (Labour to Company)

7.3 TRK-LD-GS-SF13d, Dispute Letter (Company to Labour)

## 8. Applicable References and Regulations

8.1 Trakhees Regulation and rules.

8.2 Ministerial Resolution No. (47) of 2022 - Settlement of Labor Disputes and Complaints Procedures

8.3 Federal Decree-Law No. (33) Of 2021 Regarding the Regulation of Employment Relationship and its amendment.

## 9. Process Workflow

