

Client Procedure (CP) for Labour Dispute

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1. Purpose

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for renewal a federal law license by Trakhees, and protect the client from any fine imposed on him due to working of one of his employee with others.

2. Scope

This procedure will apply to all Clients within Trakhees' jurisdiction who need to file an labour dispute case. The labour dispute cases can be from the company owner/manager against company staff, or from the company staff against the company owner/manager.

3. Definitions

- 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.

4. Procedure

4.1 Client should ensure the availability of sufficient amount in the prepaid account prior applying for labour dispute.

4.2 Client can file a labour dispute case applying online and attach any documents that may support the case:



For online application help, please refer to (Section 3.1.26 for Dispute cases raised from a company, Section 3.1.27 for dispute cases raised by employees) of below link:

http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf

4.3 LD will review the application and accordingly LD will:

4.3.1 Approve: in case the dispute case is accepted, LD will accept the request.

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

4.3.3 More information: in case missing of documents or not enough money in the client pre-paid account. LD will state the missing information and client should update the requirements.

4.4 Upon approval, client will receive email with the assigned date to meet the LD-dispute section. A copy of this email must be given by the applicant to the other dispute part.



4.5 On the date of the meeting, client should come to Trakhees office- Dispute section:

4.5.1 In case one of the dispute part did not attend the meeting, the LD will assign another date for the meeting.

4.5.2 In case none of the dispute parts attend the meeting, the LD will wait for client update for 5-10 working days. After then, and if no update from the client, the transaction will be closed.

4.5.3 In case the dispute parts attend the meeting, the meeting will be held.

4.6 In the time of the dispute meeting, the clients should provide all required information and details to LD about the dispute case and try to have a settlement:

4.6.1 If settlement is agreed, the dispute case will be closed accordingly.

4.6.2 If case more meetings are required to close the dispute case, a new meeting date will be arranged, the client should attend the meeting.

4.6.3 In case no settlement is agreed, LD will prepare a Letter for Dispute to the court stamped by Trakhees and hand it over to the client for further action.

5. Service Completion Time

	Service	Completion Time
5.1	Submission revision and update the submission status if approved, rejected or need more information (from the date of submission)	2-3 working days

6. Service Fees

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

7. Related Forms

N/A

8. References

8.1 Trakhees Regulation and rules.

8.2 Federal Law No. 8 of 1980 on Regulation of Labour Relation.

8.3



9. Workflow

