

How to lodge a complaint or dispute with the GRA

The GRA provides consumers of electronic communications services with a quick and simple way in which to raise genuine concerns about the communications industry or their own personal grievances. Those seeking to contact the GRA for these purposes can either submit a complaint to the GRA or request the GRA's assistance with a dispute which has not been adequately resolved by their service provider.

Complaints & Disputes

If you want to lodge a complaint, you will be required to complete and submit the Complaint Form either electronically or in writing. If instead you have been involved in a dispute with your operator which has not been resolved to your satisfaction, you can complete and submit the Dispute Resolution Request Form either electronically or in writing.

The relevant forms can be found on the GRA's website by clicking [here](#).

When lodging a complaint or dispute with the GRA it is important to provide as much information as possible. Depending on the nature of your complaint/dispute, the GRA may require the following supporting information in order address your complaint or dispute more efficiently:

- A copy of your service contract
- Copies of bills
- Copies of any correspondence with your service provider that relate to your complaint (e.g. emails or letters)
- Any other relevant documentation.

The GRA's intervention with respect to your complaint or dispute depends on the nature of your complaint and also on the GRA's relevant legal powers.

The GRA will follow-up your matter with your service provider. During this process, the GRA will provide you with all the relevant information on the matter in order for you to understand what your service provider's obligations are, what your rights are and the possible courses of action available to you.

In some instances, even though your complaint might be related to a communications service, the GRA may not be able to intervene directly. Nevertheless, in such circumstances, the GRA will still assist you by directing you to the appropriate authority where you can pursue your case further.



COMPLAINT