We are here to help

Our Complaints Process

Submit a complaint
You can submit complaints through any of the below channels .

How to contact us?

Website
www.salama.ae

Call Centre
800 SALAMA (725262)
+97143577000 (overseas)

Email
complaints@salama.ae

Visit Us
Find a branch

When you file a complaint, we'll promptly register it and email you a unique reference number.

We will investigate your concern.

We strive to resolve your issue within 7 working days and will keep you informed if it takes longer.

Complaint closed.

If you are not fully satisfied with how your complaint has been addressed, you can report the matter by contacting us at appeal@salama.ae.

In case you are still dissatisfied with our response or are facing a delayed response beyond 15 days, you may refer your complaint to the regulatory authorities.