

If you would like to raise a complaint, please follow the steps below:



If you have an issue that requires escalation, you can raise a formal complaint on any of the available channels



Submit complaint by any means



Online

[Submit a complaint](#)



Fax

[+974 44967377](tel:+97444967377)



Telephone

[+974 44967383](tel:+97444967383)



In writing or in person at one of our branches

Written correspondence: P.O. Box 15319, Doha – Qatar

Branch address: Qatar Financial Centre, Office 604, 6th Floor

[Locate one of our branches](#)



We will acknowledge your complaint within **one working day** and provide you with your **Complaint Reference Number**



We will investigate the matter



We will endeavor to share the findings and outcome with you within seven working days



Complaint closed



Dissatisfied with response or delay



If you are dissatisfied with our response or a delay on our part, you can refer the matter to the relevant regulator