

## **MINISTERIAL RESOLUTION NO. (782) OF 2023 REGULATING THE PROCESS FOR RESOLVING INDIVIDUAL LABOUR COMPLAINTS**

### **HIS EXCELLENCY MINISTER OF HUMAN RESOURCES AND EMIRATISATION:**

- Having reviewed Federal Law No. (1) of 1972 on the competencies of the Ministries and Powers of the Ministers as amended
- Federal Law No. 10 of 2017 concerning domestic workers
- Federal Decree-Law No. (33) of 2021 concerning the Regulation of Labour Relations as amended and its executive regulations.
- Federal Decree-Law No. (9) of 2022 concerning Domestic Workers as amended and its executive regulations.
- Cabinet Resolution No. (46) of 2022 establishing the Collective Labour Disputes Committee
- Ministerial Resolution No. (47) of 2022 concerning the resolution of labour disputes and complaints, as amended
- Ministerial Resolution No. (674) of 2022 concerning the regulation of domestic workers labour relations

### **RESOLVED:**

#### **ARTICLE (1)** **INDIVIDUAL LABOUR COMPLAINT**

According to Article No. (54) of the above-mentioned Federal Decree Law No. (33) of 2021 and Article No. (23) of the above-mentioned Federal Decree Law No. (9) of 2022, labour complaints can be submitted by employees, domestic workers, employers or their representatives/beneficiaries within 30 days of either party breaching its obligations outlined in the employment contract, law, executive regulations, or decisions in force towards one another through the approved channels identified in the procedures manual issued in accordance with the provisions of this resolution.

A labour complaint must be resolved by the Ministry within 14 days of submission. In accordance with Articles (2) and (3) below, this can be accomplished through settlements, final decisions, or judicial intervention.

**ARTICLE (2)**  
**PROCEDURES FOR EXAMINING INDIVIDUAL COMPLAINTS UNDER 50,000**  
**DIRHAMS OR ONES THAT WERE SETTLED AMICABLY.**

- As part of its adjudication of individual labour complaints, the Ministry may issue a final decision in the following cases:
- If the claim value is under (50,000) fifty thousand dirhams;
- If the parties to the dispute reach an amicable settlement, regardless of the amount of the claim;
- In accordance with paragraph (1) of this Article, the decision of the Ministry shall be deemed to be an executive order. The executive form must be attached immediately upon issuing the decision in accordance with the judicial body's procedures.
- Either party to the dispute may file a lawsuit before the competent court of appeal to have the dispute reconsidered within fifteen (15) working days of being notified. As a result, the implementation of the final decision issued by the Ministry will be suspended until a final ruling is issued by the competent court.
- When the Ministry renders a final decision in accordance with paragraph (1) of this Article, those affected by the final decision must request cancellation of their original work permit within 60 days of receiving the Ministry's final decision, unless the employment relationship continues.
- In the event of non-compliance with the specified period, the Ministry may cancel the work permit without consulting the parties involved.
- Complainants have the right to waive their complaint at any time before the Ministry's final decision is issued.

**ARTICLE (3)**  
**INDIVIDUAL COMPLAINTS WITH A CLAIM VALUE GREATER THAN 50,000**  
**DIRHAMS**

The Ministry shall refer individual complaints to the judiciary if an amicable settlement cannot be reached in complaints involving disputed claims exceeding AED 50,000.

**ARTICLE (4)**  
**FORMS AND PROCEDURES MANUAL**

The Undersecretary for Human Resources Affairs shall issue a manual containing procedures and forms needed for the implementation of this Resolution in compliance with its provisions.

**ARTICLE (5)**  
**ANNULMENT**

It is resolved that Article No. (2) of Ministerial Resolution No. (47) of 2022 regarding the resolution of labour disputes shall be repealed, and any decision or provision inconsistent with this resolution shall be rescinded.

**ARTICLE (6)**  
**PUBLICATION AND IMPLEMENTATION DATE**

The resolution shall be published in the Official Gazette and shall take effect on January 1, 2024.

**Dr. Abdulrahman Abdul Mannan Al-Awar**  
**Minister of Human Resources and Emiratization**

**Issued on 26-12-2023**