Basic Guide for Workers to THE LABOUR DISPUTE RESOLUTION SYSTEM

**SCENARIO 1**  
I think my employer has breached my contract and/or broke Qatar labour law.

**Step 1 – Start Process**  
Lodge a complaint at ADLSA – while you are still employed or not later than 1 year after the end of the employment relationship.

**Step 2 – ADLSA Meeting**  
ADLSA invites parties to a meeting to seek resolution. To prepare yourself:
1. Bring proof to support your complaint  
2. Be ready to discuss your complaint  
3. Calculate how much your losses are

**Resolved**  
Agreement reached, complaint is settled.

**Unresolved**  
You can ask for your complaint to go to the Dispute Settlement Committee (DSC) for a legal hearing if your complaint is not resolved.

**Step 3 – DSC Hearing**  
DSC is a court of law – it will consider the evidence of both parties. To prepare yourself:
1. Bring proof to support the complaint  
2. Prepare a calculation of your losses in Arabic  
3. Be ready to answer questions from the DSC

**Outcome**  
DSC issues a legal decision.  
If not appealed after 15 days, DSC decision is final.

**SCENARIO 2**  
I want to challenge my employer’s decision to discipline me.

**Step 1 – Start Process**  
Send a written grievance to your employer (keep copy) – within 7 days of being notified of disciplinary penalty.

**Step 2 – Employer’s Response**  
Employer has 7 days to respond.

**Resolved**  
Worker happy with response. Complaint is settled.

**Unresolved**  
Unhappy or employer does not respond: you can lodge a complaint at ADLSA within next 7 days.

**Step 3 – ADLSA**  
ADLSA decides if disciplinary penalty is fair.

**For dismissal penalties**, if ADLSA says dismissal is fair, worker can request a legal hearing.

**For non-dismissal penalties**, ADLSA’s decision is final.

**SCENARIO 3**  
My employer has accused me of deliberately causing damage and has or is going to deduct my wages.

**Step 1 – Start Process**  
Lodge complaint at ADLSA – within 7 days of notification of deduction.

**Step 2 – ADLSA**  
ADLSA will decide to either cancel, reduce or agree the deduction. ADLSA’s decision is final.

**Step 3 – DSC Hearing**  
DSC is a court of law – it will consider the evidence of both parties. To prepare yourself:
1. Bring proof to support your complaint  
2. Prepare a calculation of your losses in Arabic  
3. Be ready to answer questions from the DSC

**Outcome**  
DSC issues a legal decision.  
If not appealed after 15 days, DSC decision is final.

**HOW TO REGISTER YOUR COMPLAINT**
- Visit an ADLSA office
- Call the Helpline - 16008
- Visit www.adlsa.gov.qa
- Email – LBR-complaints@adlsa.gov.qa
- Amerni app

ADLSA PROVIDES FREE ADVICE – IF YOU NEED ASSISTANCE CALL 16008 OR VISIT AN ADLSA OFFICE