

# **Grievance Redressal Policy**

**M/s Supra Pacific Management Consultancy Ltd**

Version 1.00 DBR/ /02/2023

## **Grievance Redressal Policy**

For sustained business growth excellence in Customer Service is essential. Providing prompt and quality service is required for the growth of the organization by adding new customers and retaining the existing customers.

Complaint may have genuine causes or arises out of misunderstanding of a product or service.

Customer is having every right to raise a complaint if his expectations are not met or fully satisfied as per the expectations.

Customer may in the first instance raise a complaint with the branch manager either through phone call or through a physical letter.

Branch has to keep physical complaints register which should be with the Branch Manager

Telephone complaints to be resolved within 24 hours and to be entered in the complaint register and the resolution thereof. The complaints which are resolved within 24 hours at branch level need not be reported to corporate office.

If the complaint is received through letter Branch Manager has to reply through physical letter and which cannot be resolved at branch level has to be taken up with the respective dept in corporate office within two days from the receipt of the complaint.

Head office will keep a register of all the complaints received at HO from customers directly or through branches and to take remedial measures.

Acknowledgement has to be given to customers wherever immediate redressal is not possible.

Action/redressal may not be possible for the complaints without sufficient detail or address of the complainant.

Complaints to corporate office to be addressed as follows

Nodal Officer for Customer Grievances

M/s Supra Pacific Management Consultancy Ltd

Chakrampally Avenue

Seaport -Airport Road Thrikakkara

Ernakulam 682021

Email: [info@suprapacific.com](mailto:info@suprapacific.com)

Phone (0484) 6655-555

If the complaint at head office is not resolved to the satisfaction of the customer the customer will be informed to approach the RBI as per the details below.

To, **Reserve Bank of India**, Department of Non-Banking Supervision,

Mumbai Regional Office 3rd Floor, RBI Building,

Opp. Mumbai Central Railway Station, Near Maratha Mandir,

Byculla, Mumbai – 400 008

A review of all complaints received will be placed to the committee of the Board on a quarterly basis and reviewed so as to reduce the complaints and increase customer satisfaction.

As a separate grievance redressal policy is formulated, the relevant portions in fair practices code may be allowed to be deleted in order to avoid duplication.