

## **Procedure for Filing a Complaint**

Filing a complaint is a straightforward procedure designed to ensure the efficient addressing of your concerns. You can choose to employ the designated email address for this purpose. Below, you'll find a step-by-step manual along with an accompanying flowchart to assist you in navigating the process seamlessly.

1. Initiation of the Process: Through Email
  - Compose a comprehensive email outlining the nature of your grievance.
  - Address the email to [wecare@bindalgroup.in](mailto:wecare@bindalgroup.in)
  - Provide your contact details to facilitate effective communication.
2. Furnish Complaint Details:
  - Clearly elucidate the issue you are encountering, incorporating relevant dates, times, locations, and individuals involved.
  - Attach any pertinent documents to the email if applicable.
3. Receipt Confirmation:
  - Upon receipt of your complaint, we will evaluate it and dispatch a confirmation email containing a unique ticket number. This number will serve as your reference point for monitoring progress.
4. Resolution Procedure:
  - Our team will initiate the resolution process as soon as your complaint is received.
  - Depending on the complexity of the issue, you might be contacted for supplementary information or clarification.
5. Receipt of Ticket Number:
  - An email confirmation will be sent to you, containing your designated ticket number. This number enables you to keep track of the status of your complaint.
6. Monitoring Progress:
  - Utilize the provided ticket number to inquire about the current status of your complaint whenever necessary.
  - Respond to the confirmation email and include your ticket number for reference.



### Flowchart for Procedure for Filing a Complain

