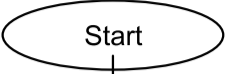


REDRESSAL POLICY

PROCESS	DOCUMENT	PIC & DESCRIPTION
		
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Receive complaint verbally or via phone, email, Website, Post and Walk-in Direct or Grievance with supporting items (if any) </div>		Customer Service Executive
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Record the complaint in CRM </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> CRM </div>	Customer Service Executive
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Assign Ticket Number (Compliant Number) to Distributor </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> CRM </div>	Customer Service Executive
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Identify the process owner to deal with the complaint </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> CRM </div>	Customer Service Executive
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Assign the ticket/Compliant Number to the Process Owner </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> CRM </div>	Customer Service Executive
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Ensure process owner has resolved the Ticket </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> CRM </div>	Customer Service Executive
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Update in CRM </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> CRM </div>	Customer Service Executive
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Provide any improvement suggestion in CRM </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> CRM </div>	Customer Service Executive
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Review </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> CRM </div>	Vice President
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Ok? </div>		
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Approve </div>		Vice President
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Revert back to complainant and update IN CRM & Ensure compliant is resolved within 45 days. </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> CRM </div>	Customer Service Executive
