

## COMPLAINTS HANDLING PROCEDURE

For handling complaints, following are the basic steps that we follow:

- 1. Receive & Classify:** We have already distributed our complain forms to our major clients so most of the time we receive it as a filled form from their side. Other than that if we receive intimation regarding complains we fill the form on their behalf according to the information provided and classify them on complaint's nature as urgent or non-urgent.
- 2. Clients Complaint Register:** We have a client complaints register that saves time and money on everyday tasks and it will help to increase customer satisfaction level.
- 3. Acknowledge:** After receiving complain we acknowledge our clients through formal email and replying them back with approximate turnaround time.
- 4. Investigate:** This includes following up the aspects of the complaint. Both internal and external, to identify the causes.
- 5. Resolution:** Preparing the feedback and solution of the registered complain and ensuring that the response provided well addresses complain.
- 6. Respond to the Customer & Improvements:** We are converting client complaints in to an improvement power house. It provides the resolution to the customer within promised time frame.
- 7. Follow up:** We are following up with the customer till the level best of their satisfaction.
- 8. Wrapping up:** We are ensuring that customer is our valuable asset. We are well aware of all the complaints, their reasons and resolutions to prevent future recurrence and reducing turnaround time.

