Procedure for lodging a Complaint -Flowchart for Customer Complaints

CUSTOMER LODGES COMPLAINT

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Complaint Submission Channels

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Head Office
Written / Oral / Email

Customer Care Number
Call - 91-022-22722488
Email info@spsfinquest.co.in

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LEVEL 1 – CFO 022-22722488 kailash@spsfinquest.co.in
> Acknowledgement within 1 working day
> Reviews and resolves complaint within 7 working days
> Communicates resolution to customer

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Resolved ? — **Yes,** — **Complaint Closed & Customer Notified**

No
Customer may escalate to

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LEVEL 2 – Grievance Redressal at Head Office -Principal Nodal Officer
Girish T. Jajoo girish.jajoo@spsfinquest.co.in 022-22722488, 9323934636
>Reviews unresolved complaint
>Resolves complaint within 10 working days
>Communicates resolution to customer

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Resolved ? — **Yes,** — **Complaint Closed & Customer Notified**

No
Customer may escalate to

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LEVEL 3 – Sandeep Shah - Director 022-22722488 sandeep@sps.group
> Final internal escalation authority
> Reviews unresolved complaint
> Ensures overall resolution within 10 days

Resolved ? — **Yes,** — **Complaint Closed & Customer Notified**

No
Customer may escalate to

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RBI Integrated Ombudsman Scheme
Portal - https://cms.rbi.org.in
Email-crpc@rbi.org.in
Helpline-14448