

# Procedure for lodging a complaint

## Flowchart for customer complaints

CUSTOMER LODGES COMPLAINT

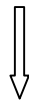


Complaint submission channels



Branch Witten/oral/Email	Loage a complaint in bank's link <a href="https://complaints.calicuturbanbank.com/">https://complaints.calicuturbanbank.com/</a>	Customer care number 1800-425-1538 <a href="mailto:info@calicuturbanbank.bank.in">info@calicuturbanbank.bank.in</a>
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Resolved?      Yes    Complaint closed



No    Customer may escalate

### LEVEL 1 – Branch manager

- Acknowledgement within 1 working day
- Reviews and resolves complaint within 7 working days
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- Communicates resolution to customer

Resolved ?    Yes    Complaint closed



No    Customer may escalate

### LEVEL 2 - Grievance Redressal at Head office - Principal Nodal officer (AGM)

- Reviews unresolved complaint
- Resolves complaint within 10 working days
- Communicates resolution to customer

Only in the event of non-receipt of reply, within 30 days from the lodgement of the complaint, from the Bank or if the complaint is rejected wholly or partially by the Bank, the complaint can be registered with the Ombudsman



No    Customer may escalate

### LEVAL 3- RBI Integrated Ombudsman Scheme

Portal    -    <https://cms.rbi.org.in/rbi/>