

**The Ahmedabad Mercantile Co-Op. Bank Ltd.**

(Multi State Scheduled Bank)

HO: "AMCO HOUSE", Nr. Stadium Circle,  
Navrangpura, Ahmedabad-380009.

**Customer Grievances Redressal and Escalation Policy.**

➤ **Our Objective**

We regard a complaint as an expression of dissatisfaction about our bank, our staff, system service providers or anyone else acting on our behalf. Our Objective is to (1) make the procedure to be complaint in an easiest way. (2) redress the complaint to the satisfaction of our customer (3) take action to reduce number of complaints.

➤ **Purpose of Policy**

- (1) To provide a fair complaints procedure this is clear and easy to use for anyone wishing to make a complaint.
- (2) To publicise the existence of our complaints procedure so that people know how to contact Bank to make a complaint.
- (3) To make sure everyone at our Bank knows what to do if a complaint is received.
- (4) To make sure all complaints are investigated fairly and redressed in a timely manner.
- (5) To make sure that complaints are, wherever possible, resolved and that relationships are repaired/ maintained.
- (6) To gather information which helps us to improve what we do.
- (7) All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

➤ **Procedure to handle complaints**

**(A) Complaints received at Branches**

The person who receives complaint by an email/written/phone or in person should:

- (1) Write down the facts of the complaint.
- (2) Obtain the complainant's name, address and telephone number.
- (3) Note down the relationship of the complainant with our Bank.
- (4) Inform the complainant that we have a complaints redressal mechanism. Tell the complainant what will happen next and approximate time it will take in reply.
- (5) Where appropriate, please advise the complainant to send a complaint in writing by post or by email so that the complaint is recorded in the complainant's own words.



- (6) Forward the complaint to AGM (Audit), Head Office with all details collected.

**(B) Complaints received at Head Office may be directly passed on to AGM (Audit) who will immediately initiate actions as above.**

### **Procedure for Resolving Complaints**

#### **➤ Stage I**

The complaint will be formally acknowledged within 48 hours and will be entered in a complaint register within two working days. An acknowledgement will confirm who is dealing with the complaint and when the complainant can expect a reply. In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they should try to do so if possible and appropriate. If it has not already been resolved, AGM (Audit) will investigate and take appropriate action within five working days. He may ask the member of staff who dealt with the complainant to reply to the complaint and to meet the complainant to discuss and hopefully resolve the complaint. This will be done within five days of the end of our investigation by AGM (Audit) Within two days of that meeting we will write to the complainant to confirm what took place and any solutions agreed with, If they do not want a meeting or it is not possible, we will send a detailed reply to the complaint and this will include suggestions for resolving the matter. This will be done within five days of completing our investigation.

### **Escalation Process**

#### **➤ Stage II**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One above they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Chairman. The request for Board level review will be acknowledged within 48 hours of receiving it. The acknowledgement will confirm who will deal with the case and when the complainant can expect a reply. The Chairman may investigate the facts of the case himself or delegate his authority to CEO to do so. This may involve reviewing the case and speaking with the person who dealt with the complaint at Stage One. If the complaint relates to a specific person, they will be informed and given a further opportunity to respond. Stage 2 complaints will receive a definitive reply within 10 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given. The decision taken at this stage is final. If the complainant is still not satisfied with the outcome of the complaint, they can contact RBI / Banking Ombudsman.

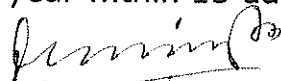


➤ **Continuous Improvement**

We monitor and review the effectiveness of our complaints handling process to ensure that this continuously improves and learnings from complaints handling are carried through into the bank. This policy does not cover complaints from staff which will be handled by HR Manager under staff grievances policy. Overall responsibility for this policy and its implementation lies with the AGM (Audit).

➤ **Review of Complaint**

Complaints received during the year will be reviewed annually at the end of March every year to find out major reasons of complaints, subject of complaints and any specific trend certainly indicating a need to take further action to minimize complaints. The review may be put up to the Board every year within 15 days after the end of Financial Year.



Chief Executive Officer  
08.05.2018

