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| **Last Updated : 25/01/2025** | **GIMIT**  **H 11 South Ex Part 1**  **New Delhi 110049**  [**www.gimit.net**](http://www.gimit.net)**, info@gimit.net** |

**GIMIT eSERVICES Complaint, Dispute and Grievance Policy**

**Table of Contents**

**Table of Contents**

1. Introduction
2. Guiding Principles
3. Definitions of Issue Types
4. Submitting an Issue 4.1 Online Form (Recommended) 4.2 Email 4.3 Phone 4.4 Chat 4.5 Postal Mail
5. Issue Resolution Process 5.1 Acknowledgement 5.2 Initial Review 5.3 Investigation 5.4 Proposed Solution 5.5 Follow-up
6. Escalation Process
7. Formal Grievance Process
8. Timeframes for Resolution
9. Communication
10. Record Keeping
11. Confidentiality
12. Proactive Problem Solving & Continuous Improvement
13. Accessibility Considerations
14. Policy Updates
15. Contact Information

**1. Purpose**

This document outlines the process for handling customer complaints, disputes, and grievances related to GIMIT eSERVICES' products and services. We are committed to providing excellent customer service and resolving issues fairly, efficiently, and transparently.

**2. Guiding Principles**

* **Customer Focus:** We prioritize customer satisfaction and strive to resolve issues in a way that meets their needs.
* **Accessibility:** We offer multiple channels for submitting complaints.
* **Timeliness:** We aim to acknowledge and address complaints promptly.
* **Impartiality:** We handle all complaints objectively and without bias.
* **Confidentiality:** We protect the privacy of customer information.
* **Continuous Improvement:** We use customer feedback to improve our products, services, and processes.

**3. Definitions**

* **Complaint:** An expression of dissatisfaction with a product, service, or interaction with GIMIT eSERVICES.
* **Dispute:** A disagreement regarding a purchase, billing, or other transaction with GIMIT eSERVICES.
* **Grievance:** A formal complaint regarding a specific issue that has not been resolved through the standard complaint process.

**4. Submitting a Complaint, Dispute, or Grievance**

Customers can submit their concerns through the following channels:

* **Email:** info@gimit.net
* **Phone:** 9318396013
* **Chat :** https //wa.me /+919811274829
* **Postal Mail:** H 11 South Ex Part 1 New Delhi

Please provide the following information when submitting your concern:

* Your name and contact information
* A clear description of the issue
* Relevant order numbers, account details, or transaction information
* Any supporting documentation (e.g., screenshots, receipts)
* Your preferred method of communication

**5. Complaint Resolution Process**

**5.1 Acknowledgement:**

We will acknowledge receipt of your complaint within [Timeframe, e.g., 24 business hours] and provide you with a unique reference number.

**5.2 Initial Review:**

A designated customer service representative will review your complaint and gather any necessary information.

**5.3 Investigation:**

We will investigate the issue thoroughly and work towards a resolution. We may contact you for further clarification or information.

**5.4 Resolution:**

We will communicate the proposed resolution to you within [Timeframe, e.g., 3 business days] for simple complaints and [Timeframe, e.g., 7 business days] for more complex issues. If the investigation requires more time, we will inform you of the expected timeframe.

**5.5 Follow-up:**

We will follow up with you to ensure that the issue has been resolved to your satisfaction.

**6. Dispute Resolution Process**

If you disagree with the proposed resolution, you can escalate the matter to a supervisor or manager. You will need to clearly state the reasons for your disagreement and provide any additional supporting evidence.

**7. Grievance Process**

If the dispute remains unresolved after escalation, you can submit a formal grievance in writing to [Designated Department/Individual, e.g., Customer Relations Department]. The grievance will be reviewed by a senior manager or a designated grievance committee. We will provide a written response to your grievance within [Timeframe, e.g., 10 business days].

**8. Timeframes**

* Acknowledgement: Immediate
* Resolution (simple complaints): 24 hrs
* Resolution (complex complaints): 48 hrs
* Dispute escalation: 24 hrs
* Grievance response: 48 hrs

These timeframes are estimates and may vary depending on the complexity of the issue. We will keep you informed of any delays.

**9. Communication**

We will communicate with you primarily through your preferred contact method (email, phone, etc.). Please ensure that your contact information is accurate and up-to-date.

**10. Record Keeping**

We maintain records of all customer complaints, disputes, and grievances, including the details of the issue, the investigation process, and the resolution.

**11. Confidentiality**

We will treat all customer information as confidential and will only share it with those who need to know in order to resolve the issue.

**12. Policy Updates**

This policy is subject to change without notice. The most current version will be available on our website.

**13. Contact Information**

* **Email:** info@gimit.net
* **Phone:** 9318396013, 9811274829
* **Website:** www.gimit.net
* **Address:** H 11 South Ex Part 1 New Delhi 110049

This document is intended to provide a general overview of our customer resolution process. Specific procedures may vary depending on the nature of the issue and applicable laws and regulations. Please contact us if you have any questions.