1. Purpose

The purpose of the procedure is to understand the level of customer satisfaction and to devise a mechanism for resolving the customer complaints/ grievances to their satisfaction level.

2. Scope

The procedure is applicable to all the Business units of Navneet Education Limited. The procedure is applicable to all **products**, **services**, **online platforms**, **and physical sales channels** operated by Navneet Education Limited.

The scope of Complaints / Grievance could be as following:

- Product Quality & Safety Defective or hazardous products.
- Service Issues Poor customer support, delays.
- Misleading Advertisements False claims, deceptive practices, misleading contents
- **Pricing & Refund Disputes** Unfair pricing, refund delays.
- Data Privacy & Security Customer data breaches or misuse.

3. Reference

- a. ISO 9001:2015
- b. BRSR (Business Responsibility and Sustainability Reporting)

4. Definitions

- **Grievance:** A complaint related to product quality, service, pricing, advertising, or data security.
- Remediation: Corrective actions to resolve customer complaints.
- Data Breach: Unauthorized access or misuse of customer data.
- Service Failure: Non-compliance with customer service commitments.

5. Procedure

Sr.	Procedure	Responsibili	Records
no.		ty	
1	Complaints are of two types.	Sales and	Not applicable
	1. Major Complaints	Marketing	
	Examples could be major time delay,	Team and	
	less/limited stock supply, leading to End		
	customer dissatisfaction, complaints	Respective	
	threatening the business loss, Recall for	SBU	
	entire lot etc.		

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	2. Minor Complaints It could be misprint in few of the books, improper cutting of pages, replacement request for those damaged copies, improper behavior of the sale team, incomplete and vague complaint etc. However, depending on the type of the product, the major and minor complaint	representati ve	
	categorization may vary.		
2	The customer complaint mail id is mentioned behind every publication, and paper stationery products. The SBU Specific Mail ids are as follows:	Sales and Marketing Team	Not applicable
	SBU1		
	SBU2: cbd@navneet.com		
	SBU3: stationery@navneet.com		
	Toptech: Support@smartdigibook.com		
3	The customer is expected to register the complaint on the respective mail id, which is mentioned behind the product	Customer	Mail copy
4	Once the mail is received by the concerned Navneet employee, it will be sent to the concerned dept.	Sales representati ve	Mail Copy
5	Apart from the mail and telephonic call, the complaint can be registered on social media like LinkedIn, X (twitter) or online sales platform like Amazon etc.	Media Team	Copy of complaint – screen shot
6	Elaboratively, the complaints could be on, 1. Delivery issues 2. Product quality issues 3. Price related. 4. Distribution of free samples 5. Behavior of the Sales Team 6. Query Handling over the call 7. Technical glitches 8. Content-related correction and suggestion 9. Supply Chain related. 10. Damaged product and Product recall related 11. Other	Customer	Not applicable

maintained by each department, dealing with the customer 8 Based on the type of the complaint, the complaint has been sent to the respective tearn. • Product Complaints → Quality & Compliance Tearn. • Service Complaints → Customer Support Team. • Data Breach Complaints → IT Security Tearn. • Data Breach Complaints → IT Security Tearn. 9 All the complaints will be collated at one place, on monthly basis. 10 The status of complaint shall be updated as 'Closed' or 'Open'. The complaints, whose resolution is in progress, their status of the same should be tracked during the next review same should be tracked during the next review as an eshould be tracked during the next review as an eshould be tracked during the next review as complaint is to be re-opened. 11 The complaints, for which customer is informed about the action taken are closed at our end. If we get the customer feedback on the same complaint is to be re-opened. 12 If it is not feasible to fulfil the customer requirement, the complaint is closed after internal discussion and reasons are to be recorded. 13 The complaints, which are of repetitive nature, and from the same customer, they will be closed with the consent of the respective Dept. Head 14 If the complaints are of repetitive nature and from various customers, the internal processes will be looked into investigated, and root cause shall be found out. The management level decisions are taken, and grievances are resolved. 15 Personnel are identified to handle each kind of the complaint. Generally following timeline 16 Timeline is fixed up for the resolution of each kind of complaint. Generally following timeline 16 Timeline is fixed up for the resolution of each kind of complaint. Generally following timeline	7	Log of Customer Complaint shall be	SBU	Log of Customer
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16 Timeline is fixed up for the resolution of each kind of complaint. Generally following timeline Manager Not applicable		the complaint	SBU	
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kind of complaint. Generally following timeline Manager	16	Timeline is fixed up for the resolution of each	SBU	Not applicable
		-	Manager	
has been complied.				

17	The dept, where complaints have been received will keep a check on the timeline for the action.	SBU representati ve/ Sales Team	
18	Once the complaint is resolved, the feedback will be given to the customer with the resolution and future action	Sales and Marketing Team and SBU representati ve	Mail/ verbal feedback
19	For Internal Communication, the contact details are as follows: 1. Publication: Vishal Shirke: Extension: 6346 2. SBU1: Sandeep Kotak: Extension: 6534 3. SBU3: Amar Kulkarni Extension: 6329 4. SBU2: Prreity Gosalia Extension: 6584 5. Toptech: Neety Jain (Based in MP) and Kshama Sawant (Lower Parel) Extension: 4136	Concerned persons	None

Records:

- 1. Customer Complaint Log with status
- 2. Customer Feedback form
- 3. Email, Feedback on Amazon, Twitter, LinkedIn and other social media as applicable.