

## Customer Complaint/ Grievance Handling Mechanism

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

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	<p>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.</p> <p>However, depending on the type of the product, the major and minor complaint categorization may vary.</p>	representative	
2	<p>The customer complaint mail id is mentioned behind every publication, and paper stationery products. The SBU Specific Mail ids are as follows:</p> <p>SBU1</p> <p>SBU2: <a href="mailto:cbd@navneet.com">cbd@navneet.com</a></p> <p>SBU3: <a href="mailto:stationery@navneet.com">stationery@navneet.com</a></p> <p>Toptech: <a href="mailto:Support@smartdigibook.com">Support@smartdigibook.com</a></p>	Sales and Marketing Team	Not applicable
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 representative	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	<p>Elaboratively, the complaints could be on,</p> <ol style="list-style-type: none"> <li>1. Delivery issues</li> <li>2. Product quality issues</li> <li>3. Price related.</li> <li>4. Distribution of free samples</li> <li>5. Behavior of the Sales Team</li> <li>6. Query Handling over the call</li> <li>7. Technical glitches</li> <li>8. Content-related correction and suggestion</li> <li>9. Supply Chain related.</li> <li>10. Damaged product and Product recall related</li> <li>11. Other</li> </ol>	Customer	Not applicable

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7	Log of Customer Complaint shall be maintained by each department, dealing with the customer	SBU representative/	Log of Customer Complaints
8	Based on the type of the complaint, the complaint has been sent to the respective team. <ul style="list-style-type: none"> <li>• <b>Product Complaints</b> → Quality &amp; Compliance Team.</li> <li>• <b>Service Complaints</b> → Customer Support Team.</li> <li>• <b>Data Breach Complaints</b> → IT Security Team.</li> </ul>	SBU Representative and respective teams, dealing with the customer grievance	
9	All the complaints will be collated at one place, on monthly basis.	SBU representative	Log of Customer Complaints
10	The status of complaint shall be updated as 'Closed' or 'Open'. The complaints, whose resolution is in progress, their status should be maintained as 'In progress'. The status of the same should be tracked during the next review	SBU representative	Log of Customer Complaints
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 and if it is found that the customer is not satisfied with the resolution, the complaint is to be re-opened.	Sales & Marketing Team, SBU representative	Log of customer complaint
12	If it is not feasible to fulfil the customer requirement, the complaint is closed after internal discussion and reasons are to be recorded.	SBU Head, Manager - SBU	Log of Customer complaint
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	SBU Manager, SBU - Head	Not applicable
14	If the complaints are of repetitive nature and from various customers, the internal processes will be <del>looked into</del> investigated, and root cause shall be found out. The management level decisions are taken, and grievances are resolved.	SBU Head, Business Manager, Product Head, Compliance Manager	
15	Personnel are identified to handle each kind of the complaint	SBU Head & SBU Manager	Not applicable
16	Timeline is fixed up for the resolution of each kind of complaint. Generally following timeline has been complied.	SBU Manager	Not applicable

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17	The dept, where complaints have been received will keep a check on the timeline for the action.	SBU representative/ 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 representative	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.