



## **GRIEVANCE REDRESSAL PROCESS**

**Level 1:** Each Customer is assigned to a specific Relationship Manager, and the respective Relationship Manager will handle all complaints/ clarifications and queries.

**Level 2:** Unresolved matters will be taken up by the Operations Manager

**Level 3:** Further escalation will be resolved by the Managing Director.

Remember, if you have any complaints or grievances, please email us at [support@prokens.com](mailto:support@prokens.com). We are here to help and will reach out to you soon.