

GRIEVANCE POLICY

Uselocator India Private Limited believes that excellence in customer service is an important imperative for sustained business growth. As a service organization, customer service and customer satisfaction are our prime focus. Our goal is to ensure that our customers receive exemplary service across all our touch points. This policy encompasses a structured grievance redressal mechanism and a framework for addressing customer grievances/complaints.

Uselocator will treat the customers in a transparent and fair manner, and will deal with customer complaints with courtesy and in a timely manner.

PRINCIPLES GOVERNING COMPANY'S POLICY

The Company's policy on grievance redressal is governed by the following principles:

1. Customers shall be always treated fairly.
2. Complaints raised by customers shall be attended to with courtesy and on time.
3. Customers shall be fully informed of avenues for grievance redressal within the organization and their right to approach the Nodal Officer in case they are not fully satisfied with the response of the Customer Support.

Our staff undergoes regular training to ensure that consumer's queries and grievances are handled properly. They are encouraged to work in a manner which helps us in building the customer trust and confidence. This reflects in both the operations as well as the customer communications. Top reasons behind the customer queries are analysed and worked upon in a way which aims at removal of these reasons from the root. This helps in improving the overall quality of the service levels gradually.

COMPLAINTS REGISTRATION

1. You can also register your complaint with sending an email from your registered email ID to us at helpdesk@uselocator.in
2. You can also register your complaint our customer care number at **+91 9993332161**
3. We offer customer support service 08:00 AM and 10:00 PM on all 7 days of the week.

RESOLUTION OF COMPLAINTS

1. We are committed to providing a first response within 24 hours of receiving the complaint.
2. We aim to resolve all Level 3 complaints within 7 business days. Any delay in the resolution time shall be proactively communicated to you.

GRIEVANCE OFFICERS

In accordance with Information Technology Act 2000 and rules made there under, the name and contact details of the Grievance Officer are provided below -:

1. Mr. Shishir Acharya

B149, Housing Board Colony, Kohefiza, Bhopal
Madhya Pradesh – 462001.

Phone - 9479793344

Email – Info@uselocator.in

2. Miss Kavya Pathak

B149, Housing Board Colony, Kohefiza, Bhopal
Madhya Pradesh – 462001.

Phone - 6260373490

Email – kavya@uselocator.in