

QUALITY MANAGEMENT SYSTEM

Complaints Procedure

| Cool Care India Pvt Ltd., | | |
|------------------------------|-------|------------|
| Review: | Date | 31.03.2014 |
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Our commitment to Customers

We aim to ensure that:

- ✓ Making a complaint is as easy as possible
- ✓ We treat your complaint seriously
- ✓ We deal with your complaint promptly and in confidence
- ✓ We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- ✓ When we do not deliver a service on time
- ✓ When we give you the wrong information
- ✓ When you receive a poor quality service
- ✓ When you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint you can contact our Administration Services Team in any of the ways listed below:

1. By email to : admin@coolcare.in
2. In writing to : The Office Manager
3. By phone to our Customer Services Team on +91 9840052745
4. By fax to our Customer Services team on +91 44 42147002
5. In person at one of our offices.

Your complaint will be fully investigated and a response issued within 10 working days.

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If you are unhappy with the response you can contact the Managing Director

Mr. Syed Saleem

Managing Director
Cool Care India Pvt Ltd.,
11, Anna Nagar Main Road,
Madipakkam, Chennai-91,
Tamilnadu, India.

Response times

We will acknowledge receipt of your complaint within 2 working days.

We will issue a full response within 10 working days.

If there is a delay in responding we will keep you informed of our progress.

Comments

We are happy to receive any other comments on our service to customers.

Please contact us in any of the ways mentioned above or complete a comment card at any of our offices. Alternatively you can email us from the contact us section of our website – **www.coolcare.in**

Accepted and Approved

Date : 31st March 2014

Signature :
Name : Mr. Syedsaleem
Designation : Director
Cool Care India Pvt Ltd.,

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