

Grievance redressal mechanism

1. User-Friendly Chat Box:

- Within the assessment platform, maintain a user-friendly chat box or chatbot that allows users to input their grievances easily.

2. Email Submission:

- Provide a dedicated email address (e.g., grievance@yourcompany.com) where users can send their grievances via email.

3. Automated Acknowledgment:

- Implement an automated system that sends an acknowledgment message immediately upon receiving a grievance through either the chat box or email. This message should include a unique grievance reference number.

4. Categorization by Severity:

- Upon acknowledgment, categorize the grievance based on its severity level. You can define severity levels such as:
 - Low: Non-urgent issues or general inquiries.
 - Medium: Issues affecting the user but not causing significant disruption.
 - High: Critical issues that require immediate attention and resolution.

5. Assignment to Appropriate Personnel:

- Assign each grievance to the appropriate personnel within your customer success team based on its severity level. Ensure that personnel have the necessary expertise to address the specific issue.

6. Timely Resolution:

- Establish clear Service Level Agreements (SLAs) for each severity level, specifying the maximum time allowed for resolution.
- Monitor and manage grievances to ensure they are completed within the defined TAT.

7. Transparent Tracking:

- Develop a secure online portal where complainants can track the status of their grievances using the unique reference number provided at the time of submission.
- Provide real-time updates on the progress of grievance resolution.

8. Escalation Process:

- Define a process for escalating grievances that are not resolved within their respective SLAs. Specify who and how grievances should be escalated.

9. Regular Reporting:

- Periodically generate reports summarizing grievance statistics, resolution times, and trends. Share these reports internally for analysis and improvement.

10. Feedback and Follow-Up:

- Encourage complainants to provide feedback on the grievance resolution process.
- Use feedback to make necessary improvements and refine the process.

11. Continuous Improvement:

- Demonstrate your commitment to continuous improvement by regularly reviewing and enhancing the grievance redressal process.

12. Privacy and Security:

- Assure users that their personal information and grievance details will be handled securely and in compliance with data protection regulations.

13. Legal Compliance:

- Ensure that your grievance redressal mechanism complies with all relevant legal requirements and industry regulations.