

Customer Complaint Redressal Flow Chart

START



**Customer Lodges Complaint
(Branch / HO/Email / Phone)**

Email: complaints@vanchinadfinance.com
Call: +91 9072886600



Complaint Registered



Initial Resolution Stage

(Phone complaints addressed within 48 hrs / Others - Addressed within 7 days (case-to-case basis))



Resolved within 7 days?

If No ↓

Escalation Level 1

Deputy General Manager
Mobile: 8086090339
Email: roshan@vanchinadfinance.com



Resolved within two days? If No ↓

Escalation Level 2

Nodal Officer
Mobile: 8086095237
Email: prabath@vanchinadfinance.com



Resolved within two days? If No ↓

Escalation Level 3

Principal Nodal Officer
Mobile: 8086399999
Email: sbinpaulson@vanchinadfinance.com



Resolved? If No ↓

Final Escalation

RBI Ombudsman
Reserve Bank of India
Bakery Junction,
P.B. No. 6507,
Thiruvananthapuram - 695033



END