



## COMPLAINTS POLICY

Navasthala is committed to providing a high-quality service to everyone we deal with. In order to do this, we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service, which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

### **Courtesy and respect**

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness

We will not tolerate threatening, abusive or unreasonable behavior by any complainant. Such situations are rare, however, should they happen, we will cease communication with the complainant immediately in accordance with our vexatious complaints, unreasonable and abusive behavior policy, and will inform the appropriate authorities as necessary.

### **How to make a complaint**

You can make a complaint in a number of ways:

By Survey: <https://www.surveymonkey.com/r/35QD3RV>

by e-mail: [navasthala@gmail.com](mailto:navasthala@gmail.com)

by phone: 9632740055

or by post to:

**NAVASTHALA INNOVATIONS**

Shed 4, Haragadde, Jigani Hobli, Anekal Taluk, Bengaluru, Karnataka 560105 IN

(From APC Circle, enter Anekal Road)

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**Reasonable adjustments**

If you require a reasonable adjustment because you are a disabled person and unable to contact us in writing, please see the 'contacting us' section on page 11 of our complaints policy for details of how you can register your complaint, or discuss your adjustment needs with us.