



## GRIEVANCE REDRESSAL POLICY

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### Complaint Management Policy - ISO Standards

WTE has adopted the following policy, in respect of handling customer complaints/grievances, in line with the Quality Policy of the WTE:

With a view to ensure Consistent Superior Service Experience in its endeavor, the organization shall provide a responsive, fair, expeditious and customer-centric query/complaint management procedures to all external customers.

The WTE shall:

- Ensure visibility and accessibility of complaint handling process to all complainants
- Provide access to grievance redressal policy to customer
- Handle Complaints professionally & in a transparent manner
- Ensure Objectivity in the complaint handling process
- Provide Prompt & Responsive Complaint Resolution to the Customers.
- Ensure confidentiality of Complainants information unless required for addressing the complaint
- Ensure clear accountability for resolution and reporting of complaints
- Continually improve its processes & systems by taking inputs from customers, employees and other interested parties
- Ensure adherence to the Compensation policy as defined by the WTE

WTE takes pride to address all complaints/concerns brought to our attention by our customers and also understand the importance to understand, classify & differentiate complaints from queries. The policy clearly defines the two.

Prasad Kulkarni

CFO

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