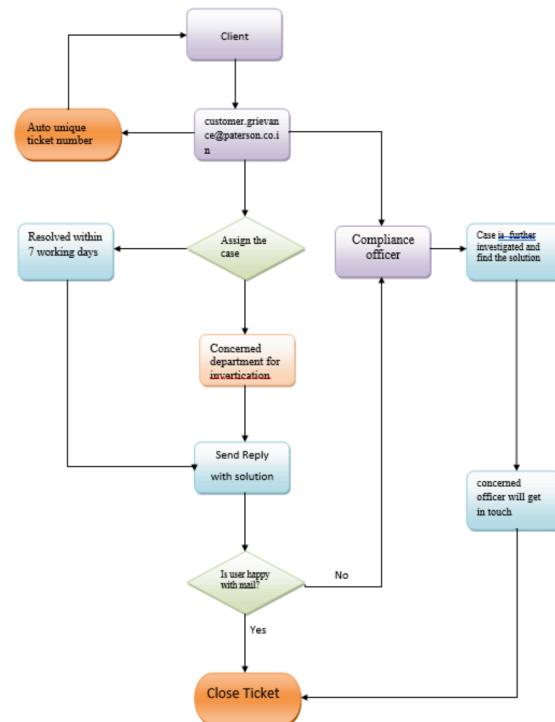


# Procedure for filing a complaint and to find the status

1. To raise a compliant, send a mail to [customer.grievance@paterson.co.in](mailto:customer.grievance@paterson.co.in)
2. Reply mail will be sent to the complainant and to the grievances automatically with a unique ticket number. This ticket number is the reference for your further communications.
3. Ticket will be assigned to the respective department for the investigation.
4. The ticket will be resolved within 7 working days.
5. Once the issue is resolved this ticket will be closed and sent an email to the complainant.
6. Even after the closure of the ticket, if the complainant is not happy with the solution. He/she may resend a mail to keep the ticket open.
7. The re-opened compliant will be brought to the attention of the compliance officer.
8. The case will be further investigated to find a solution.



9. The concerned officer will get in touch with the complainant for further process to close the ticket.
10. To find the status of the complaint, send a mail to the [customer.grievance@paterson.co.in](mailto:customer.grievance@paterson.co.in) with the ticket number, the status of the complaint will be sent to the complainant

## To find the status of the complaint

