

Member Grievance Redressal Policy

The purpose of the Policy is to define the Member Grievance Redressal process for the company

This policy is aimed at minimizing instances of member complaints & grievances through proper service delivery & review mechanism & to ensure prompt Redressal of member complaints & grievances.

The policy is based on the following principles:

- Employees work in good faith and without prejudice to the interests of the members.
- Members are treated fairly at all times.
- All complaints are treated efficiently and fairly.
- Complaints raised by members are dealt with courtesy and on time.
- Members are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy. If they are not fully satisfied with response of the call centre or any staff that they deal with to their complaints.

Consumer Grievance Redressal Committee

- FAPL has constituted a Member Grievance Redressal Committee (MGRC). Complaint Grievance Redressal Officer (CGRO) is appointed at HO shall report to MGRC and keep MGRC updated on grievance redressal at all times.
- The MGRC would have the following functions.
 - Regularly meet and review the position of complaints received and action taken on various complaints.
 - Formulate standard responses and corrective action to reduce the incidence of complaints.
 - Evaluate feed-back on quality of member service received from various quarters.
 - Ensure that all regulatory instructions regarding member service are followed.
 - Review unresolved complaints/grievances and offer their advice/corrective practices to reduce complaints.
 - Monitor the type of grievances/complaints received and put in place training and corrective practices to reduce complaints.

Complaints & Grievance

- a) FAPL has a system and a procedure for receiving, registering and disposing of complaints and grievances in each of its offices.
- b) The Board of Directors has laid down the appropriate grievance redressal mechanism within the organization to resolve complaints and grievances. Such a mechanism ensures that all

disputes arising out of the decisions of company's functionaries are heard and disposed of at least at the next higher level.

- c) Member is informed and also told where to find details of company procedure for handling complaints fairly and quickly.
- d) If the member wants to make a complaint, he/she is being told/ informed:
 - i. How to do this
 - ii. Where a complaint can be made
 - iii. How a complaint should be made
 - iv. When to expect a reply
 - v. Whom to approach for redressal
 - vi. What to do if the member is not happy about the outcome
 - vii. FAPS staff shall help the member with any questions the member has
- e) If a complaint has been received in writing from a member, FAPL shall endeavor to send him/her an acknowledgement / response within a week. The acknowledgement should contain the name & designation of the official who will deal with the grievance. If the complaint is relayed over phone at FAPS designated telephone helpdesk or member service number, the member shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.
- f) After examining the matter, an FAPL shall send the member its final response or explain why it needs more time to respond and shall endeavor to do so within 15 days of receipt of a complaint and he/she should be informed how to take his/her complaint further if he/she is still not satisfied. Please refer escalation matrix detailed below
- g) Hence members would normally approach the call center or the CPs from whom they have taken the membership for their grievance/complaint Redressal. There would be an Office – in-Charge at the HO who shall be the first contact for consumer grievance
- h) FAPL has appointed Complaint Grievance Redressal Officer (CGRO) appointed at the Head Office. Members may contact the CGRO in case their grievances/complaints remain unattended or are not attended satisfactorily. The CGRO at the Head Office would attend to complaints received at HO and take necessary action on the grievance/complaint after taking necessary inputs from the office in charge. The CGRO would report to the MGRC.
 - Members may directly also contact the CGRO with their grievance /complaints.
 - All written complaints are responded with action taken/clarification in writing to members.
 - All complaints received at Head Office are being logged and monthly reporting of the status of the complaints/grievances is made to MGRC with ageing of unattended complaints.
 - The Name and Contact details of the Officer –in- Charge and CGRO at HO would be displayed at the place where it may be readily accessed by the Member.

- i) FAPL provides regular training to its staff through internal communication for handling member complaints.

Escalation Matrix:

it is FAPL's endeavor to provide the best in member service. All our products, services and policies are built around the core value of member centricity. There can be instances where members are not satisfied with the services provided. To highlight such instances and register a complaint, following escalation matrix is recommended:

Level 1

The member may raise his / her complaint through a call on 1800 270 2712 or by Email to bookairambulance@gmail.com The complaint will be addressed as soon as it is received.

Level 2

If the member is not satisfied with the resolution provided or his/her queries is not solved within 7 days, the member may escalate to

The Complaint Grievance Redressal Officer (CGRO)
Anil Jogdand
Email : anil.jogdand@flapsaviation.in

Review:

The Board of FAPL shall periodically review the policy and functioning of the grievances redressal mechanism.