

# Knowlettwoods Solutions LLP

## Customer Complaint/Feedback Form



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### 1.1 Complaints Handling Policy

We, Knowlettwoods Solutions LLP recognizes the importance and value of listening and responding to concerns and complaints. We are committed to resolve the customer complaints in an effective & efficient way, protecting the interest of all the stakeholders and complying with all statutory and regulatory requirements.

We will make every reasonable effort to investigate all the relevant circumstances and information surrounding a complaint.

On a continuing basis we will monitor the effectiveness of our complaint handling and make improvements as appropriate.

To determine how a complaint should be managed, we will assess it in terms of severity, financial implications for the complainant, complexity, impact on the individual, public and organization, potential to escalate, the need for, and possibility of immediate action of these criteria.

### 1.2 Definition of complaint

Complaint is an expression of dissatisfaction made to an organization, related to its services, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

### 1.3 How & where to send your complaint/feedback

In order to report a complaint, please fill in the “customer complaint entry form” as enclosed below and e-mail this to [info@knowlettwoods.com](mailto:info@knowlettwoods.com). Alternatively, you can telephone us +91-9354119471 or send a courier to any of the below Addresses:

Knowlettwoods Solutions LLP

**Corporate Address** - B-66, Ground Floor,  
Sector-60, Noida - 201301, (U.P.) India

**Regional Address** - LG 20, D 15,  
South Extension Part II,  
New Delhi (110049), India



### **2.1 Complaints Handling Process**

The following provides an overview of how complaints will be addressed further to reporting:

#### **2.1.1. Acknowledgement of complaint**

Upon reporting a complaint, it is registered, and an acknowledgement is sent to the complainant through e-mail or through the same media by which the complaint is received.

#### **2.1.2 Initial assessment of complaint**

After registration of the complaint, it is initially assessed by the operations team, in terms of various criteria such as severity, complexity and impact on the organization etc. Post to the initial assessment, each complaint is forwarded to the concerned department for further investigation and root cause analysis of the complaint.

#### **2.1.3 Investigation of complaints**

Every possible effort is made to resolve the customer complaints in an efficient, amicable, and fair manner, protecting the interest of all the stakeholders. Knowlettwoods Solutions LLP follows a very scientific approach for investigation of the complaints; tools like root cause analysis are often used. All customer support personnel are well trained with the techniques necessary for better investigation of a complaint. Complaints are prioritized for investigation according to the ratings awarded during the initial assessment.

#### **2.1.4 Response to complaints**

Further to the investigation, a formal response is sent to the complainant that includes the analysis report, findings, probable causes, and corrective and preventive action(s) taken. If the root cause is found to be at the complainant's end, then corrective measures are suggested for the complainant's consideration.

#### **2.1.5 Closing the complaint**

Once the complainant accepts the proposed action or the conclusion of root cause analysis, then the complaint shall be closed.

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Unless specified by the customer, the following timelines are followed on each problem and complaint

<b>Process</b>	<b>Time Frame</b>	<b>Responsibility</b>
Initial Response to customer	Within 1 working day from the date of the complaint	Operations Team
Resolution of Complaints	Within 15 working days from the date of the complaint	Concerned Process Owner

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### Complainant Form

<b>1. Details of complainant</b>		
Name		
Address		
Phone		
Fax		
E-mail		
Name of the Person acting on behalf of complainant		
Complaint reported to (Knowlettwoods Solutions Representative)		
Date of Reporting the complaint		
<b>2. Nature of the complaint</b>		
Type: Technical/Documentation/Support/ Training/Refund/Feedback/ others		
<b>3. Services Description</b>		
<b>4. Problem Encountered</b>		
Date of Occurrence of the complaint		
Description		
<b>5. Remedy Requested</b>		
Yes <input type="checkbox"/> No <input type="checkbox"/> (if yes, give details)		
<b>6. Enclosure</b>		
List of all supporting documents (if any)		
Date	Signature	