

Policy and process on Grievance Redressal Mechanism for Client Protection Certification

1. Introduction.

Prime M2i Consulting Pvt Ltd (M2i) has obtained accreditation from Smart Campaign to conduct Client Protection Certification exercise.

This document defines the policy and processes related to Grievance Redressal at M2i with respect the Client Protection Certification.

2. Objectives of Grievance Redressal Mechanism

Following are the objectives of the Grievance Redressal Mechanism

- Provide a complainant with access to an open and responsive complaints handling process
- Enhance the ability of M2i as Certification Body to resolve complaints in a consistent, systematic and responsive manner, to the satisfaction of all parties
- Enable the Certification Body to identify trends and eliminate causes of complaints, and improve the organization's operations

3. Grievance Redressal Officer

Mr Atul, Director of M2i has been appointed as the Grievance Redressal Officer of Prime M2i Consulting Pvt Ltd with respect to Client Protection Certifications.

Contact details of the Grievance Redressal Officer

Email ID: atul@m2iconsulting.com

Tel: +91 129 4000 995

4. Scope of Grievance Redressal Mechanism

The Grievance Redressal Mechanism of M2i will cover the following situations

- An FI is undergoing or has undergone a certification process with M2i and FI has issues with the result or the certification process of M2i
- An FI has not undergone the certification process but has issues with the contracting process or with the information provided by M2i for certification.



- Any other stakeholder has an issue with the results or the certification process of M2i with respect to any FI which has undergone a certification process with M2i.

Procedure for filing grievances under M2i's Grievance Redressal Mechanism

The following avenues are available to the clients of M2i and other stakeholders for filing of grievances.

By Post

The client or other complainant can write a complaint and post it to the following address:

Grievance Redressal Officer
Prime M2i Consulting Pvt Ltd
A-19, Eldeco Station 1
Sector-12, Faridabad-121007
India

Email

The client or other complainant can also email the written complaint to atul@m2iconsulting.com with "Attention: Complaint under Grievance Redressal Mechanism" in the Subject line.

5. Process of Grievance Redressal

The following process will be followed once a Grievance is received.

Step 1: Receipt of grievance

On receipt of the grievance, the Grievance Redressal Officer will make the details of the complaint received as well as their resolution to be recorded in a register maintained for this purpose. The GRO will first determine whether the complaint pertains to the scope of M2i's Grievance Redressal Mechanism. If it does, the GRO will acknowledge receipt of the complaint to the complainant and advise timelines for resolution of Grievances. If it does not, the GRO will inform the complainant accordingly.

Step 2: Hearing of the grievances

After scrutiny of the initial set of grievances, the GRO will request both complainant and the team leader of the Client Protection Certification team to present their respective cases. Other members of the team may also be asked to present their cases as appropriate.

In case complaint is with respect to an FI, the GRO will also forward to case to concerned FI for their representation.

Step 3: Investigations

On the basis of the representations made, the GRO will conduct required investigations. The GRO may also take help of the auditors appointed for CPC to conduct these investigations.

If the complaint relates to a certified FI, then examination of the complaint shall consider the effectiveness of the process by which the institution was certified. The GRO will summon appropriate documents and details of communication which may be necessary to arrive at a conclusion.

Step 4: Orders

The Grievance Redressal Officer, after completion of investigations will pass necessary orders. Results of investigation as well as the order will be made known to the complainant. In case, the decision pertains to possible change in status of certification, approval from CPC Committee members may be required.

Step 5: Escalation to Smart Campaign (If required)

Specific to Client Protection Certification, any aggrieved party may also file a complaint or appeal directly to the Smart Campaign. While passing his/her order, the GRO will also inform the complainant of escalation mechanism where the complaint can be escalated to Smart Campaign.

The complainant may also approach Smart Campaign directly without approaching the Grievance Redressal Office of M2i.

6. Reporting of Grievances

For all the grievances pertaining to Client Protection Certifications, summary of all grievances received along with status of their resolution will be submitted to the Client Protection Certification Committee.

Details of all grievances received will also be submitted to Smart Campaign at least once quarterly, in case any complaint is received. In case no complaint is received in a year, 'No complaints received' report will be submitted to Smart Campaign at the end of the year.

7. Communication of Grievance Redressal Policy



Details of Grievance Redressal Policy will be provided on the website of M2i. Relevant details of this policy, including names of the GRO at M2i as well as the concerned person at Smart Campaign and (including email IDs and phone numbers where grievances can be registered), will also be provided in the Client Protection Certification agreements of M2i with its clients.