



COMPLAINT HANDLING FLOWCHART

The Central Co-operative Bank Ltd., Bhilwara

 Customer Faces an Issue

 **Step 1: Contact Branch Manager**
(Call, Email or Visit Branch)   

Is the complaint resolved?

Yes

No

 **Complaint Closed**


Step 2: Escalate to Grievance Redressal Cell (Head Office)
(Call, Email or Visit Head office) 

Is the complaint resolved?

Yes

No

 **Complaint Closed**


Step 3: Escalate to Nodal Officer / Executive Officer (Head Office)
(Call, Email or Visit Head office) 

Is the complaint resolved?

Yes




No

 **Complaint Closed**

Step 4: Escalate to Managing Director / Board of Directors / Administrator
(Call, Email or Visit) 

 **Final Resolution & Complaint Closed**

Legend

-  Yes - Complaint Resolved
-  No - Escalate Further
-  Complaint Closed