

UNIQUEFORCE HEALTH CARE PRIVATE LIMITED
CONSUMER GRIEVANCE REDRESSAL POLICY/MECHANISM

Consumer Grievance Redressal Policy

It has been **Uniqueforce Health Care (herein referred to as “Company”)** Endeavour to provide excellent services and satisfaction to its Consumers. This policy document aims at providing Redressal machinery and a review mechanism to keep the Redressal machinery robust and sensitive and ensure prompt redress of consumer's complaints / grievances, trying to minimize recurrence thereby raising the level of service delivery.

Our Consumer Grievance Redressal Policy focuses to improve consumer's satisfaction by collecting feedback from consumers across all business units and action plans are put in place to address key issues faced by the consumers.

Objectives:

The objective of the policy is to ensure that:

1. All consumers are treated fairly and without bias at all times.
2. All issues raised by consumers are dealt with courtesy and resolved on time.
3. Consumers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.

Consumer Grievance Redressal Committee:

Consumers can pursue their complaints with the Consumer Grievance Redressal Committee, which is established by the company for resolving the complaints of the consumers. The committee consists of two officers who are responsible to ensure that the complaint is resolved on behalf of the company. They are:

Name	Designation	Email	Contact Number
ARVIND KUMAR	DIRECTOR	Uniqueforce353@gmail.com	8115281101
SAGAR RANJAN BARIK	ADMINISTRATIVE OFFICER	Uniqueforce353@gmail.com	9861541164

Any Consumer/User of products/services offered by Uniqueforce Health Care can submit any complaint relating to any product or services provided by the company with the Consumer Grievance Redressal Committee. The customer can lodge his / her grievance through any of the following channels:

1. **Complaint in Person:** A consumer can lodge a complaint related to any product or service provided by the company in person during working hours of the company i.e. 10:30 am to 5:00 pm, at its Office at Building No- 19 & 20, Shiv Plaza, Baghpat Road, Meerut City, Meerut, Uttar Pradesh - 250002, by submitting a written application and giving full detail about the nature of its grievances, date of purchase, Uniqueforce Distributor from whom purchase has been made, copy of purchase invoice and any other relevant details.
2. **Complaints through post / mail / email:** Consumers can also submit their grievances by post or through email at uniqueforce353@gmail.com by giving full detail about the nature of its grievances, date of purchase, distributor from whom purchase has been made, copy of purchase invoice and any other relevant details.
3. **Website:** Consumers may register a grievance on the company website– <https://www.uniqueforcehealth.com>.
4. **Customer care:** Consumer can make a call to customer care at **0121-4063707 or +91- 9412783793** and lodge his/her complaint.

Grievance Handling and Resolution Process:

1. The complainant will be provided with a Unique Reference Number within 48 hours on registering the grievance/complaint, which can be quoted for ascertaining the resolution status. All the complaints will be registered in the Customer Grievance Register and include full details of the complainant (name, address and contact details), date of receipt, fact of the complaint, category of complaint etc.
2. Committee will make all endeavors to resolve the complaint within 30 days of the receipt of the same and for this it would need complete support and co-operation from the complainant in terms of timely submission of information, clarification or documents if any sort to substantiate the complaints and to take suitable action to resolve the same.
3. Committee will meet within 7 days of the receipt of the complaint and review the grievance of the complainant. If upon review of the complaint, it is felt that more documents or clarification are needed, it will send a written communication to the complainant asking for such details to be provided within 7 days from the date of communication or such additional time as the complainant may seek.

4. Where the complainant fails to furnish any further clarification/documents within the time specified or fails to reply, the committee shall form an opinion that the complainant is not interested in pursuing with the complaint and will close the same, informing the complainant about it.
5. Where the information provided by complainant is sufficient to proceed with the resolution of the complaint or upon receipt of any clarification or document sought from the complainant, the committee will call upon the relevant official/employee/ Uniqueforce distributor of the company to furnish its reply to the complaint within 7 days from the date such communication to such official/employee/ Uniqueforce distributor of the company.
6. Committee will not normally provide personal hearing and will be guided by the documents or information made available to it in writing, however if it deems necessary in the interest of justice for suitable resolution of the complaint, it may give personal/telephonic hearing to the complainant and/or the person against who the complaint has been made.
7. Upon perusal of the documents and/or after hearing the parties, Committee will give its findings which shall be duly communicated to the complainant. If it is found that the complainant has genuinely suffered harm or that money paid by the customer ought to be refunded, it will order the company/ Uniqueforce distributor to compensate the customer for such harm/refund the amount paid by the customer at the time of purchase. However, if it comes to a conclusion that the complaint is not sustainable or is mala-fide it would dismiss the complaint and inform the complainant accordingly.
9. All the proceedings of the Committee will be duly recorded in writing and will be available to any regulatory authority for inspection.