

## **MECHANISM TO RAISE YOUR GRIEVANCE**

- By Web Form @ [www.naturespurehealth.in](http://www.naturespurehealth.in) – Choose the category in the form and fill the details and submit
- By Calling us in our Toll-free Number - 1800-599-1959
- By Mailing us to @ [support@naturespurehealth.in](mailto:support@naturespurehealth.in)

### **GRIEVANCE HANDLING PROCEDURES**

The Direct Seller/ complainant shall be provided with a unique grievance number for future reference for every grievance registered with the company through any of the above channels

An acknowledgement shall be sent to the Direct Seller / complainant within three working days of the receipt of the grievance by NATURESPURE so identified for the purpose to their registered mail id

The grievance redressal proceedings of the Direct Seller/ complaint shall be deemed to have commenced on the first date of receipt of the grievance by NATURESPURE

### **TURNAROUND TIMES FOR GRIEVANCE REDRESSAL**

Every grievance shall be disposed of within a period of Fifteen days of its receipt and a final reply shall be sent to the Direct Seller/ complainant, containing details of resolution or rejection of the complaint, with reasons thereof sent to their registered email.

### **ESCALATION OF GRIEVANCE**

The Following officers will be overlooking into pertaining to the escalation of the grievances

- For Grievance Redressal, write to [grievanceofficer@naturespurehealth.in](mailto:grievanceofficer@naturespurehealth.in)  
Mr Suresh: Landline Number - 0469 2903060
- For Nodal Officer, write to [nodalofficer@naturespurehealth.in](mailto:nodalofficer@naturespurehealth.in)  
Mr Philip: Landline Number - 0469 2903060

The escalated grievance will be reviewed and re-evaluated by the team headed by the above officers and a final resolution will be provided within 15 business days from the date of the escalation request.

### **CLOSURE OF GRIEVANCE**

1. A grievance shall be considered as disposed off and closed in any of the following instances, namely: when NATURESPURE has acceded to the request of the Direct Seller. /Complainant fully;
2. Where the Direct seller/ complainant is fully satisfied and has indicated in writing, thier acceptance of the response of NATURESPURE
3. Where the Direct seller/ complainant has not responded within forty-five days of the receipt of the written response of NATURESPURE by email

### **RECORD KEEPING: OF GRIEVANCES**

All grievances and their resolutions will be documented and maintained for future reference for improvement of the customer relationship. All information related to Grievances will be kept confidential and will not be divulged unless required by law.