

## Grievance-Redressal-External-Policy

-1-

### Objective

The Consumers and other external stakeholders' Grievance Redressal Mechanism is designed to offer customer support to consumers and other external stakeholders while also adhering to any rules or guidelines set forth by the government. The mechanism's aim is to ensure that:

- All consumers and other external stakeholders receive consistent, impartial treatment.
- All consumers and other external stakeholders' complaints are treated respectfully and expeditiously resolved.

### Acknowledgement and tracking of Complaints

- All complaints received by the Grievance Officer must be acknowledged and tracked for end-to-end resolution.
- The management or the Grievance Redressal Committee receives the Grievance MIS on a monthly basis.

### Grievance Committee

- Company shall appoint a grievance committee of three members.
- Gender representation and a cross-section of competent employees must be taken into account when choosing committee members. The Committee will appoint members once in three (3) years or as and when there is a vacancy.

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-2-

### Raising a Grievance/complaint

With a view to maintaining a transparent and discrete process of registering grievances in the organization, all complaints should be submitted to the email address [grievance.external@pharmovauk.com](mailto:grievance.external@pharmovauk.com)

### Time Frame:

The following is the turnaround time for responding to a complaint:

- I. Within seven (7) working days, the grievance officer will acknowledge receiving any complaint from the consumer and/or other external stakeholders.
- II. Common scenarios (apart from the one listed below): 5-7 business days.
- III. Quality or damage-related cases: 15 working days.
- IV. Cases involving third parties (15 working days) (courier partner, banks, or financial institutions)
- V. We will follow the deadlines set forth by each regulator for all complaints we receive from them. In the event that further time is required, the company will notify the regulator of the need for more time and the anticipated timelines for the problem's resolution.

### Decision and Confidentiality

The Committee's decisions are binding. However, the grievant's ability to express further unhappiness with a Committee decision should be allowed in the grievance procedure. Within ten (10) days of the procedure's conclusion, the Committee must send a written declaration of its decision to the grievor.

Date : 18th October, 2023

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Registered Office : No. 1 Gaurav Park	

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