

## Complaint Filing Process

Clients can approach us for their concerns via the following channels:

Filing a Complaint via designated Email ID:

The client can send an email to our designated grievances Email Id: [grievances@rrnabar.com](mailto:grievances@rrnabar.com)

Filing a Complaint via registered post/courier:

The client can lodge a complaint to us by sending a letter through registered post or recognised courier.

Filing a Complaint via visiting any of our offices:

The client can visit our office to lodge a complaint by hand delivering the complaint letter.

Once the client lodges a complaint via any channel, the interactions get recorded in our backend. The client receives reply within 2 working days to his complaint.

Our website also has details of lodging the complaint through SCORES portal on the home page