

Procedure for Filing a Complaint

Filing a complaint is a simple process designed to ensure efficient resolution of your concerns. You have the option to utilize the designated email address. Here's a step-by-step guide and accompanying flowchart to guide you through the process seamlessly.

Step-by-Step Guide:

1. Initiate the Process: Via Email

- Compose a detailed email outlining the nature of your complaint.
- Address the email to clients@msbpl.in.
- Provide your contact details for effective communication.

2. Provide Complaint Details:

- Clearly describe the issue you are facing, including relevant dates, times, locations, and individuals involved.
- Attach supporting documents, if applicable, to the email

3. Acknowledge Confirmation:

- Upon receiving your complaint, we will review it and send you a confirmation email with your unique ticket number. This number serves as your reference for tracking progress.

4. Resolution Process:

- Our team will initiate the resolution process upon receiving your complaint
- You may be contacted for additional information or clarification, depending on the complexity of the issue.

5. Receive Ticket Number:

- You will receive a confirmation email with your ticket number. This number allows you to monitor the progress of your complaint.

6. Track Progress:

- Use the provided ticket number to inquire about the status of your complaint at any time.
- Reply to the confirmation email and reference your ticket number.

Flowchart - Procedure for Filing a Complaint

