



CUSTOMER GRIEVANCE

Level 1 - Submit Complaint to the Branch Manager

Branch Manager acknowledges and reviews

Reply to the customer within 7 days

Is the customer satisfied with the reply?

YES

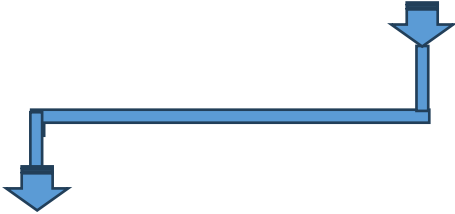
Complaint Closed

NO

Escalate to Level 2

The Grievance Redressal Officer – Corporate office
Alexander Square, Sardar Patel Road, Guindy,
Chennai -600032
grievance@repcohome.com , co@repcohome.com
Phone: (044) - 42106650 / 42106652 | Mobile: 94443-94918

Complaint will be reviewed and disposed within 30 days





Is the customer satisfied with the reply?



YES

NO



Complaint Closed

Escalate to Level 3



National Housing Bank
The General Manager
Department of Regulation and Supervision,
Complaint Redressal Cell,
4th Floor, Core 5A,
India Habitat Centre,
Lodhi Road New Delhi 110 003
Website: <https://grids.nhbonline.org.in>