

Grievance Redressal Procedure

Date: [Insert Date]

To,

[Recipient's Name]

[Recipient's Address]

Subject: Grievance Redressal Procedure

Dear [Recipient's Name],

We acknowledge your concerns raised regarding [brief description of the issue]. We value your feedback and take grievances seriously.

To resolve your grievance, we follow the steps outlined below:

1. **Submission of Grievance:** Please submit your grievance in writing to our designated Grievance Officer at [Grievance Officer's Contact Information].
2. **Acknowledgment:** Upon receiving your grievance, you will receive an acknowledgment within [X days].
3. **Investigation:** Our team will investigate the matter thoroughly and gather relevant information.
4. **Resolution:** You will be informed of the findings and resolution within [X days] of your grievance submission.
5. **Follow-up:** If you are not satisfied with the resolution, you may escalate the matter to [higher authority] within [X days].

We assure you that we will work diligently to address your concerns and improve our services.

Thank you for bringing this matter to our attention.

Sincerely,

[Your Name]

[Your Position]

[Your Organization]

[Your Contact Information]