

Grievance Redressal Procedure

Date: [Insert Date]

To,

[Supplier's Name]

[Supplier's Address]

Subject: Grievance Redressal Procedure

Dear [Supplier's Name],

We are writing to inform you about the grievance redressal procedure that has been established to address any concerns you may have regarding our business relationship. We value our suppliers and aim to resolve any issues at the earliest.

Procedure:

1. Identify the grievance: Clearly outline the issue or concern you have encountered.
2. Submit a written complaint: Please send your grievance along with relevant details to [Email Address] or [Mailing Address].
3. Acknowledgment: We will acknowledge receipt of your complaint within [Number of Days] business days.
4. Investigation: Our team will review your complaint and investigate the matter.
5. Resolution Communication: We will provide you with a resolution within [Number of Days] business days after the investigation.
6. Follow-up: If you remain unsatisfied with the resolution, you may escalate the issue to [Contact Person/Department] at [Contact Information].

We appreciate your cooperation and understanding as we work to ensure a fair process. Should you have any questions regarding this procedure, please feel free to contact us.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]