

# Reseller Grievance Handling Policy

Dear [Reseller Name],

We value our strong partnership with you and strive for the highest standards of service. In the event that you have a grievance or concern, we have established a clear policy for handling these matters effectively.

## Grievance Submission

Resellers can submit grievances through the following channels:

- Email: [support@example.com]
- Phone: [Customer Support Number]
- Online Portal: [Link to Portal]

## Response Time

All grievances will be acknowledged within [X] business days. A detailed response will be provided within [Y] business days following the acknowledgment.

## Investigation Process

Each grievance will undergo a thorough investigation. We may reach out for additional information if necessary to ensure a comprehensive review.

## Resolution

We are committed to resolving grievances fairly and will communicate our findings and actions taken within the response time frame.

## Escalation

If you are not satisfied with the resolution provided, you have the right to escalate the grievance to [Higher Authority/Department].

Thank you for your partnership and for bringing any issues to our attention. We appreciate your understanding and cooperation.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]