



## **Complaint Handling Procedure**

In the event any of our customers are not satisfied with the manner in which they have been served they are free to contact or write to us and we will make every effort to resolve issues efficiently to the satisfaction of the complainants. Therefore we have made available all the possible ways that our customers can approach us very easily.

### **Type of Complaints**

01. Direct Emails to [info@senfin.com](mailto:info@senfin.com)
02. Through Suggestion Box
03. Through FCRD of CBSL
04. Direct Telephone Calls or Letters

01. Emails are accessed by the Board Secretary and forward to the relevant department for action after informing Additional Chief Executive Officer (ACEO), Chief Risk Officer (CRO) or Complaint Handling Officer (GM-FX). Relevant department should investigate the matter and reply within the given time frame copying the matter to ACEO, CRO and GM-FX.

02. When Regional Manager's (RMs) visit the branches/centres they should open this box and if there are any letters it should be sent to the GM-FX with a CC to CRO. He will forward the complaint to the relevant department for action. Relevant department head is responsible to act on the complaint and reply to GM-FX with a CC to CRO.

03. CRO will forward the complaint to GM-FX or the relevant department head with a CC to GM-FX for action. Status of the case must be updated to the GM-FX and CRO within the given time frame in order to reply the customer and the FCRD of CBSL

04. Branch Managers are responsible for attending customer complaints as and when they received from customers at branches and service centers. If they could not handle it should be escalated to the below levels with copies to GM-FX and/or CRO

Relevant RM → Deputy Chief Operating Officer (DCOO) → Chief Operating Officer (COO)

→ ACEO