

Westpac India - Grievance Redressal Policy

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WESTPAC INDIA GRIEVANCE REDRESSAL DOCUMENT HIERARCHY

Level	Document Category
1	Westpac India Grievance Redressal Policy

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1. Introduction

For Westpac Banking Corporation, Mumbai (hereinafter called the Bank) customer satisfaction is of prime importance and it is always the endeavour of the Bank to ensure that customers are happy while dealing with the Bank and have a cordial business relationship with the Bank.

Although Westpac is committed to provide prompt and efficient services to each of its customers, chances of grievances cannot be ruled out altogether. In view of this, the Bank has framed this policy, which aims at minimising instances of customer complaints and grievances through proper service delivery and review mechanism. It ensures prompt Redressal of customer complaints and grievances based on the following principles.

- Customers be treated fairly at all times
- Complaints raised by customers are dealt with courtesy and on time
- Customers are fully informed of avenues while escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not satisfied with the response of the Bank on their complaints.
- Westpac will treat all complaints efficiently and fairly as they can damage the Bank's reputation and business if handled otherwise.
- Westpac employees must work in good faith and without prejudice to the interests of the customer.

The complainant may register his complaint either in writing, orally or over the phone. In case it is not resolved on time or not to his/her satisfaction, he/she can approach the Banking Ombudsman with the complaint or to other legal avenues available for grievance Redressal.

The customer's complaints may arise due to

- (a) Attitudinal aspects in dealing with customers
- (b) Inadequacy of the functions/arrangements made available to the customers or gaps in standards of services expected vs. actual services rendered.

As the Branch Manager will be ultimately responsible for timely resolution of all the customer's grievances, he will ensure that complaints/grievances received are resolved as expeditiously as possible and to the satisfaction of the customers.



2. Complaint Handling Process

At the first instance, the complaint would be attended at the “May I Help You” desk where the counter staff would make all efforts to resolve the complaint immediately. In case the customer is not satisfied he/she could escalate the complaint as per the internal mechanism laid down below.

Level I

If the customer is not satisfied with the Redressal of his/her complaint by the staff attached to “May I Help You” desk then, he/she needs to contact designated Nodal Officer of the Bank personally, over the phone or in writing for resolution of his/her complaint/grievance. The customer is free to register his/her grievance by submitting a duly filled in complaint form (as given in Annexure – I), made available at the “May I Help You” desk. Alternatively, he/she can write to the bank at the its registered address 1201, 12th floor, The Capital, Bandra- Kurla Complex, Bandra (East), Mumbai 400051 Or call on 66271000.

Westpac will ensure acknowledging every complaint received by it and in case it is delivered in person, the acknowledgement would be given immediately to the customer. The bank will make all efforts to sort out the matter at Level I within 15 working days. If the matter is not resolved at Level-I then the customer has access to Level II.

Level II

In case the customer is not satisfied with the resolution provided at Level-I or where the matter could not be resolved at Level- I, then the customer can escalate the complaint in writing to the Chief Executive Officer at Westpac Banking Corporation, 1201, 12th floor, The Capital, Bandra–Kurla Complex, Bandra (East), Mumbai 400051.

All attempts would be made by Westpac to resolve/redress the complaint within 15 working days from the date of its receipt. In case it is not possible to resolve the grievances within 15 working days, Westpac will, well in advance, advise the complainant accordingly with an indication of the additional time that would be required for resolving the complaint/grievance.

Level III

In case the customer is not satisfied with the grievance Redressal or does not receive any response within 30 days from the date of receipt of the representation by the Bank , then he/she may approach in writing to the Banking Ombudsman, a Statutory Body appointed by the Reserve Bank of India (RBI) under its Banking Ombudsman Scheme, 2006 available at <http://rbidocs.rbi.org.in/rdocs/Content/PDFs/67933.pdf> to look into the provision of satisfactory service by banks.



The complaint needs to be addressed to the Office of the Banking Ombudsman at C/o. Reserve Bank of India, 4th Floor RBI Byculla Office Building, Opp Mumbai Central Railway Station, Byculla, Mumbai – 400 008 in the prescribed format available at the above site.

3. (a) Mandatory Display and Other Requirements

With a view to facilitating all the customers, Westpac will display following details at the conspicuous place in the Bank's premises.

- Arrangements made by Westpac for receiving complaints/grievances/suggestions.
- Process for filing written complaints as well as escalation process for resolution of the complaints.
- The name, address, Contact No., Fax No., e-mail address etc. of the Nodal Officer, Chief Executive Officer, etc.
- Contact details and address of the Banking Ombudsman of the area
- Code of Bank's commitments to customers/Fair Practices code

(b) Disclosure

Every year, Westpac will disclose the following brief details for the information of all the stake holders.

A. Customer Complaints

- a) No. of complaints pending at the beginning of the year
- b) No. of complaints received during the year
- c) No. of complaints redressed during the year
- d) No. of complaints pending at the end of the year

B. Awards passed by the Banking Ombudsman

- a) No. of unimplemented Awards at the beginning of the year
- b) No. of Awards passed by the Banking Ombudsmen during the year
- c) No. of Awards implemented during the year
- d) No. of unimplemented Awards at the end of the year

In addition to this Westpac will also place the detailed statements of complaints and its analysis on its website at the end of each financial year.

4. Nodal Officer

Westpac will appoint a Nodal Officer who will be responsible for the following:

- Implementation of all the regulatory instructions and codes issued by the RBI and Banking Codes and Standards Board of India (BCSBI) respectively.
- He would arrange resolving all complaints/grievances in respect of the customer service



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- He would examine suggestions received from the customers for better customer service and arrange to implement them wherever feasible.
 - Ensure closure of all complaints to the customer's satisfaction within the prescribed time schedule, if necessary in consultation with the Chief Executive Officer.
 - Ensure that complaints are closed only if the grievances are redressed to the satisfaction of the customers.
 - To decide, in consultation with the Chief Executive Officer, as to whether appeal should be preferred or not, against award given by the Banking Ombudsman.
 - In case, it is decided to honour the award given by the Banking Ombudsman, he would ensure implementation thereof within the time limit stipulated in the Banking Ombudsman Scheme 2006.

5. Inter-action with the customers

Westpac recognises that the customers' expectation/requirements/grievances could be better appreciated through personal interaction with customers by the Relationship Managers of the Bank. The Relationship Managers would, therefore, interact on a regular basis, with the customers and function as a link between the Bank and customers to facilitate feedback on products and services provided by the Bank. Such feedback would be valuable input for the Bank for revising/improving its products and services to meet customer requirements.

6. Sensitizing operating staff on handling complaints

Westpac will train the staff for efficient handling of complaints and also ensure that the functional machinery for handling complaints/grievances operates smoothly and efficiently.

7. Review of Grievance Redressal Mechanism

India Leadership Team will discuss, every quarter, recurring problems or issues, if any, with regards to the customer service and take necessary action for its further improvement. A detailed review of compliance in respect of the functioning of the Grievance Redressal Mechanism at the branch would be conducted and placed before the Team, every year.



8. References

- 1) RBI Master Circular dated July 01,2015 on Customer Service in Banks
https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=9862

- 2) Model Policy For Grievance Redressal In Banks prepared by Indian Banks Association
[http://www.iba.org.in/Model%20Policy/b\)%20IBA%20Model%20Policy%20for%20Grivance%20Redressal%20in%20Banks.pdf](http://www.iba.org.in/Model%20Policy/b)%20IBA%20Model%20Policy%20for%20Grivance%20Redressal%20in%20Banks.pdf)