



GRIEVANCE REDRESSAL

Policy Statement

We believe in having a well-designed and well managed mechanism for handling complaints. Our objective is to improve upon the quality of our work, enhance the trust and confidence of our stakeholders, identify areas of our work which need to be improved and ensure that Zillonlife learns from the feedback provided through this process. We therefore welcome feedback and will react constructively to complaints from our stakeholders and our Independent Business Consultants (IBCs). The complaints and response mechanism links to the principles of our Accountability, Service and will ensure redressal with transparency and promptness.

Register your Complaint

At Zillonlife, we want to make sure that you get only the very best service from us. We have a dedicated complaint redressal committee.

You can reach us with your concerns by calling our Customer Care number 011-49095853 or by mailing the details to us at contactus@zillonlife.com

Acknowledging Complaints

Complainants, who are not anonymous, will receive an acknowledgement of their complaint to confirm that it has been received and a summary of the next steps.

Appellate

Not satisfied with the resolution provided by the Call Center?

Please feel free to write your grievance to the Appellate Authority. The Appellate Authority shall respond to you within 3 days of receiving your complaint and your complaint will be resolved within 30 days from the date of filing written appeals with the Appellate Authority.

You can write to us at support@zillonlife.com

Feedback

In an unlikely event of your complaint remaining un-addressed or if you are not satisfied with the resolution provided, you may register the complaint with our Appellate Authority.

You can write to the Appellate Authority:

Name: Soumajit Dey

Designation: Vice President, Operations & Marketing

Email: soumajit@zillonlife.com