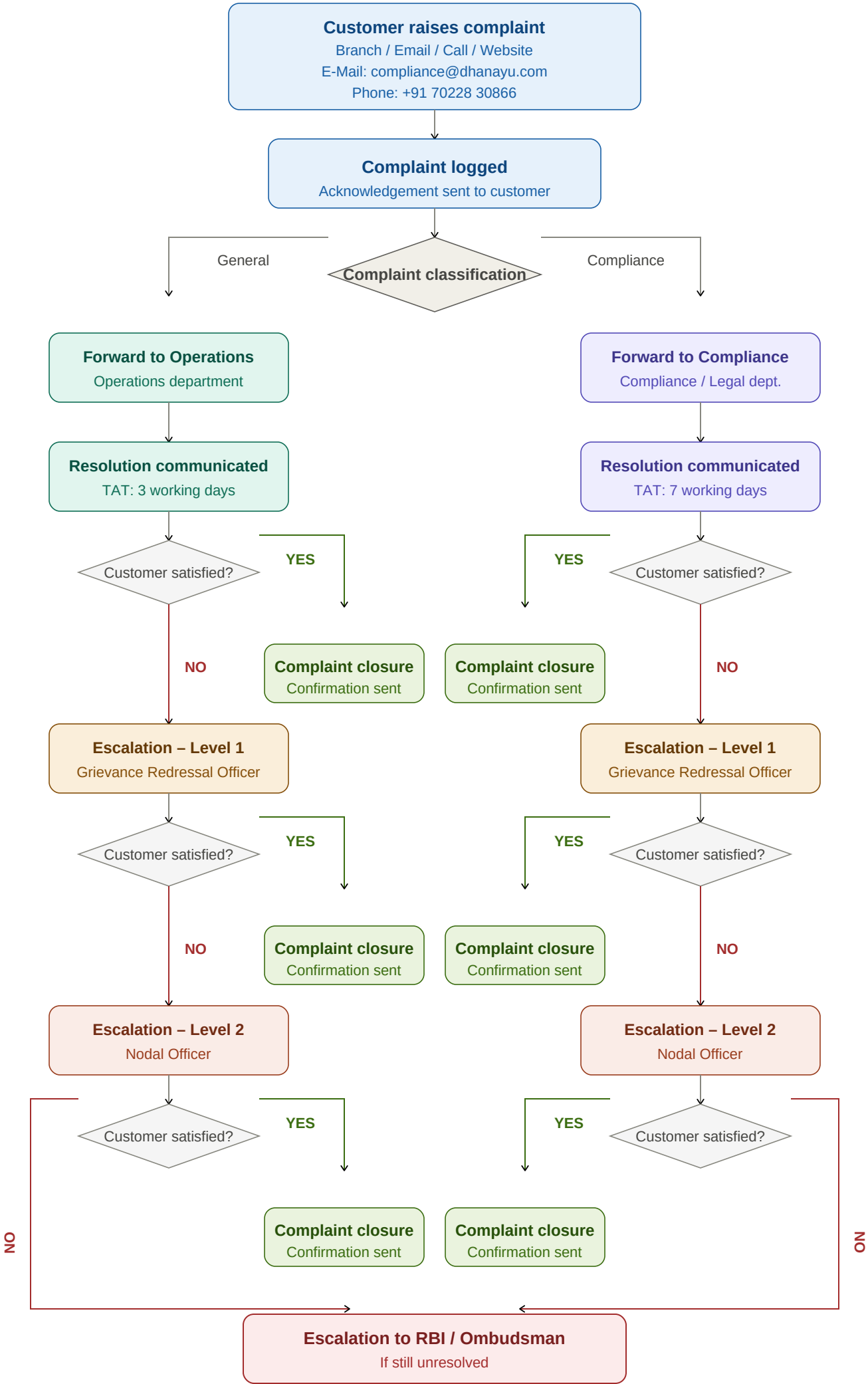


Dhanayu Finance – Customer Complaint Handling Flow Chart



Legend

- Intake / logging
- General complaint path
- Compliance complaint path
- Level 1 — Grievance Redressal Officer
- Level 2 — Nodal Officer
- Complaint closure confirmation
- Regulatory escalation
- Decision / Satisfaction check