

Stakeholder Grievance Redressal Policy	Policy Number: MK/02
	Policy Owner: Sustainability team
	Authorized by:

1. Objectives and scope

The purpose of this policy is to formalize the management of grievances of both internal and external stakeholders and minimize the social risks to the business. The grievance process outlined in this document provides an avenue for stakeholders to voice their concerns and offers transparency on how grievances will be managed internally and aims to reduce conflicts and strengthens the relationship between the Company and its stakeholders.





2. Definitions






















Term	Definition
Grievance	An issue, concern, problem or a claim that a stakeholder wants to be addressed by the company in a formal manner
Internal Stakeholders	Groups or individuals within a business who work directly within the business such as employees and contractual support staff
External Stakeholders	Groups or individuals outside a business who are affected in some way by the decisions of the business, such as investors, lenders, value chain partners, customers, community, media and the Government

3. Grievance Redressal Channels

Stakeholders may register complaints through multiple channels. In case a stakeholder is not satisfied with the resolution provided by us, he /she may escalate his/ her grievance to the next level.

Stakeholders may approach the dedicated cells for addressing grievances of various categories of stakeholders as below:

Stakeholder	Contact	Contact details
Investors & Lenders	Company Secretary & Compliance Officer OR Head Investor Relations	Lodha Excelus, L2 Apollo Mills Compound N M Joshi Marg, Mahalaxmi, Mumbai 400 011
		 Investor.relations@lodhagroup.com
		 +91 22 6773 7373
		
Customers	Service Manager	 service.support@lodhagroup.com

			+91 22 6716 1111
			Community portal- My Lodha Connect
Employees	Human Resource Business Partners	  	Available internally
Contractors	Site Human Resources	  	Available internally
Value Chain Partners - Suppliers	Central procurement SPOC	  	vendors@lodhagroup.com
Value Chain Partners - Channel Partners	Sales Brand Manager	  	channel@lodhagroup.com My Lodha force app
Community	Internal CSR Committee	  	CSR.committee@lodhagroup.com
Media	General Manager Marketing	  	pritha.chatterjee@lodhagroup.com
Government Authorities			Lodha Excelus, L2 Apollo Mills Compound N M Joshi Marg, Mahalaxmi, Mumbai 400 011

In addition to the above, stakeholders may approach us at our office at:

**Lodha Excelus, L2
Apollo Mills Compound
N M Joshi Marg,
Mahalaxmi,
Mumbai 400 011**

**Monday – Friday – 10.00 am to 6.00 pm
Saturday – 10.00 am to 4.00 pm**

4. Resolution of complaints

- All complaints will be acknowledged. We will strive to resolve complaints within seven working days of receipt.
- In select instances, there might be situations which require more time to resolve (beyond 7 working days). In such cases, we will inform the stakeholder the reasons for delay and provide an expected timeline for resolution.
- After providing resolution and closure of the complaint, a final confirmation over an email will be triggered to give an opportunity to the stakeholder to share their feedback on the issue that is resolved.

5. Escalations

In case an external stakeholder is not satisfied with the resolution provided at the Stakeholder Connect level, the complaint can be escalated to next level.

- Post closure of every case, the confirmation email that goes to the stakeholder has a 'Click to Escalate' as an option provided if the stakeholder is unhappy with the resolution
- Alternately, a stakeholder may fill in a Complaint Form provided as Annexure 1 hereto
- Customer can request for a Manager Call Back by calling our Contact centre

Escalation process for internal stakeholder is detailed in the internal stakeholder grievance process, available internally.

6. Closure & review

Closure of all resolutions is tracked and reviewed to ensure that:

- We have addressed the complaint fully within the agreed timelines
- We have taken customer feedback on resolution provided

7. Capturing feedback and measuring satisfaction

The stakeholder officers will also connect with their relevant stakeholders periodically (at least twice a year) to capture feedback and measure satisfaction through a dipstick. We use matrices like the ESS (Employee Satisfaction Survey) score and the CSAT (Customer Satisfaction) score to measure the level of satisfaction and publish it on an annual basis.

ANNEXURE 1

Complaint form			
Name of complainant / (Company if applicable):			
Complainant Contact details			
Phone Number :		Email Address	
Preferred Contact Method:			
<input type="checkbox"/>	Telephone	<input type="checkbox"/>	Email
Nature of complaint – please tick			
Investor	<input type="checkbox"/>	Employees	<input type="checkbox"/>
Customer	<input type="checkbox"/>	Local Communities	<input type="checkbox"/>
Suppliers	<input type="checkbox"/>	Contractors	<input type="checkbox"/>
Channel Partners	<input type="checkbox"/>	Media	<input type="checkbox"/>
Date:		Time:	
Supporting Documents Attached?		Yes ____ No ____ (Tick Mark)	
Please provide details of your grievance / complaint			

What outcome are you seeking?			

Additional Information			

