Flow chart - Grievance redressal and Escalations

Internal Grievance Redressal Process

Level 1
Customer Care Channel

To register your complaint, query or request you may:

1.Write an e-mail to- consumer@care.Pluxee.in

Or

2.Call on our Customer care phone number - 022-69196919 / 022-50216919

Request you to wait for the resolution TAT before reaching out to Level 2.

Level 2
Head Customer Service Redressal

If Level 1 does not meet your expectation, and the resolution TAT is exceeded, you may contact our **Head customer service Officer**:

Write an e-mail to Head Customer service Officer

Please keep your Level 1 SR number readily available while contacting.

Level 3
Nodal Office Redressal

If Level 2 does not resolve your query or you are not satisfied with the response, you may contact our **Nodal Officer.**

Please keep your Level 1 SR number readily available while contacting.