**Method to Submit Your Grievance**

Dear Direct Seller,
If you have any query or grievance, please follow the process below for a smooth and timely resolution.

**How to Submit Your Grievance:**

You can raise your query or grievance through any of the following methods:

1. **Distributor Portal –** Log in and submit your query from your member panel.
2. **Email –** Write to us at support@biosashbusiness.com
3. **Call Us –** Reach our Support Team at **0129-4871062 / 63**
4. **Website –** Visit [www.biosashbusiness.com](http://www.biosashbusiness.com/) and log in to your account.

**Note:** Direct query to the Grievance Redressal Officer will not be accepted. Please submit your query to the Support Team first.

**What Details to Submit:**

To help us resolve your concern quickly, please include complete information:

* Subject Line with your **BS ID Number**
* Attach **clear and relevant documents**, if any
* Clearly state your **concern and what resolution you expect**, in simple and understandable language

**Tracking Your Request:**

* Each query will receive a **unique Service Request Number**
* If submitted via the distributor portal, you will automatically receive:
	+ An **email confirmation**
	+ An **SMS on your registered mobile number**
* If calling, kindly **ask the support team for your Service Request Number**

**Acknowledgement of Request:**

* You will receive an acknowledgement **within 48 working hours** (excluding Sundays and holidays).

**Closure Timeline:**

* Your grievance will be resolved **within one month** from the date of receipt.

**Appeal for Review (If required):**

If you're unsatisfied after closure and wish to appeal:

* Write to our **Grievance Redressal Officer**
* Mention your **previous Service Request Number**
* Provide a **clear reason for escalation**

You will receive an acknowledgement within **48 working hours**, and the matter will be reviewed and redressed **within one month** from the date of appeal.

**Grievance Redressal Officer Contact:**

**Name:** Ms. Sudha Sharma
**Email:** grievance@biosashbusiness.com
**Mobile:** +91 73030 70672

**Nodal Officer for Grievance Resolution:**

In the event that your grievance is not resolved by Grievance officer within **30 days** only then you can escalate the same to our **Nodal Officer** for Grievance resolution

**Mr. Rajesh Kumar Jha**

**Mobile**: 7303070694

**Email**: clo@biosashbusiness.com