

Grievance Redressal Policy

We take customer feedback and complaints seriously at **My DawaiWala (MDW)**. We are committed to resolving any issues you face quickly, fairly, and transparently.

How to Raise a Grievance:

You can raise your concern through any of the following:

- **Email:** grievance@mydawaiwala.com
- **WhatsApp:** Click the icon on our website
- **Postal Address:** 26/1A, Ekbalpore Road, Kidderpore, Kolkata – 700 023
- **Grievance Form:** Available on our website under the 'Grievance' section.

Our Redressal Timeline:

- **Acknowledgement:** Within **24 hours**
- **Resolution for General Complaints:** Within **3 business days**
- **Resolution for Complex Issues:** Within **7 business days**, with updates provided to you along the way.

Grievance Officer:

Name: Md. Jafar

Designation: Grievance Officer

Email: grievance@mydawaiwala.com

Contact Hours: Mon–Sat, 10 AM to 6 PM

We value every user and treat each grievance as an opportunity to improve. Your trust is our responsibility.