

**Question:** How can I raise a complaint?

**Answer:** You can raise a complaint by clicking on the "Raise a Complaint" button on our chatbot interface and providing your details.

**Question:** How do I check the status of my complaint?

**Answer:** To check the status, use the "Fetch Complaint Details" option and enter your complaint ID.

**Question:** What information is needed to raise a complaint?

**Answer:** We require your full name, phone number, email address, and a description of your complaint.

**Question:** Is there a reference ID for each complaint?

**Answer:** Yes, once your complaint is submitted, you will receive a unique Complaint ID for tracking.

**Question:** How long does it take to resolve a complaint?

**Answer:** Complaints are typically resolved within 3 to 5 business days, depending on the issue's complexity.

**Question:** Can I update a submitted complaint?

**Answer:** No, but you can raise a new complaint referencing the previous ID for continuity.

**Question:** I lost my Complaint ID. How can I recover it?

**Answer:** Please contact support with your name, phone, and email. We will help retrieve it.

**Question:** Can I delete my complaint?

**Answer:** No, complaints cannot be deleted once submitted, but you can request to close it.

**Question:** Will I be notified when my complaint is resolved?

**Answer:** Yes, you will receive an email notification once the issue has been addressed.

**Question:** What types of complaints can I raise?

**Answer:** You can raise service issues, billing concerns, technical problems, or general feedback.

**Question:** What happens after I raise a complaint?

**Answer:** Our team will review the complaint, assign it to the relevant department, and contact you if needed.

**Question:** Is there a phone number I can call for urgent issues?

**Answer:** Yes, you can contact our helpline at 1-800-XXX-XXXX during business hours.

**Question:** Do you support multiple languages?

**Answer:** Currently, we support English only. Multi-language support is coming soon.

**Question:** Is my complaint data confidential?

**Answer:** Yes, all submitted information is handled securely and kept confidential.

**Question:** Can I attach files to my complaint?

**Answer:** Not through the chatbot yet. File upload is available through the web portal.

**Question:** How do I know my complaint was successfully submitted?

**Answer:** You'll receive a confirmation message and a complaint ID immediately after submission.

**Question:** What if my issue is not resolved in time?

**Answer:** You can escalate your complaint by replying to your confirmation email or contacting support.

**Question:** Are there any charges for raising a complaint?

**Answer:** No, filing a complaint is completely free of charge.

**Question:** Can I give feedback about the complaint process?

**Answer:** Yes, we welcome feedback through the chatbot or our customer survey form.

**Question:** What are your customer support working hours?

**Answer:** Our support is available Monday to Friday, 9 AM to 6 PM.

**Question:** What should I do if I made a mistake while entering complaint info?

**Answer:** You can submit a new complaint or reach out to support to clarify the issue.

**Question:** Do I need to register to raise a complaint?

**Answer:** No registration is required. Just provide your basic contact information.

**Question:** Can I view all my previous complaints?

**Answer:** Currently, the chatbot only supports viewing one complaint at a time using its ID.

**Question:** How are complaints prioritized?

**Answer:** Complaints are prioritized based on urgency and impact, such as service outages.

**Question:** Who handles my complaint after submission?

**Answer:** A dedicated support agent from the relevant department will manage your issue.

**Question:** Will I get follow-up calls or emails?

**Answer:** Yes, depending on the nature of your complaint, a follow-up may be initiated.

**Question:** Can I cancel my complaint?

**Answer:** While cancellation isn't supported, you can request closure if the issue is resolved.

**Question:** Can I complain anonymously?

**Answer:** No, we require basic contact information to follow up and resolve your issue.

**Question:** How do I escalate a complaint?

**Answer:** If unresolved in the expected time, reply to your complaint email with the word "Escalate".

**Question:** What happens after my complaint is resolved?

**Answer:** You will receive a resolution email. You can also rate your experience or leave comments.