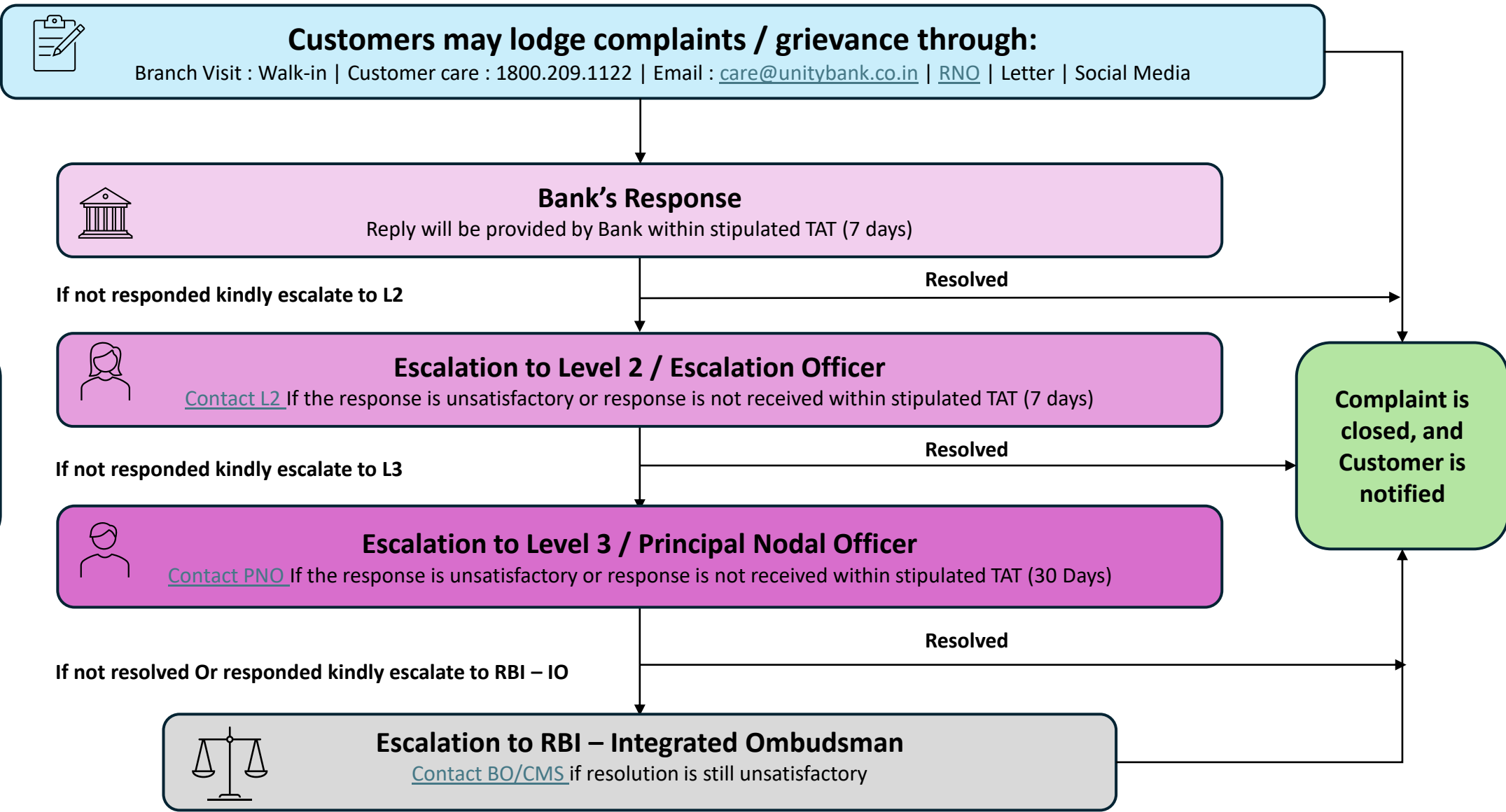


Unity Small Finance Bank

Procedure for lodging a complaint

INTERNAL

Complaint /Grievance Redressal Process Flow



Escalation Matrix
[details-of-grievance-redressal-officer-and-escalation-matrix.pdf](#)

