

Ombudsman & Escalation Guide

Banking, Finance & Fintech

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Explains the ombudsman and escalation options for a financial consumer, for a business to guide customers — the escalation ladder (internal grievance, nodal officer, ombudsman under the RBI / Insurance / SEBI SCORES scheme as applicable, consumer forum), the process and timelines, and the documentation the customer needs. Use this to guide customers to the right redressal.

Purpose of this tool & output

Guide customers to the right redressal

How the output is used

Use the guide to direct customers to the right redressal — internal grievance then the RBI/SEBI/Insurance Ombudsman.

Important cautions

AI-generated guide; confirm the current applicable ombudsman scheme for the product.

Companion documents

- Customer Service SOP
- Complaint Response Templates
- Grievance Redressal Policy
- Customer Feedback & NPS Survey
- Customer Retention Playbook
- Online Review Response Writer

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.