

Learner Grievance Escalation Matrix

YOU are our priority! Customer best practice is to voice your concern where it is heard and receive a response! We at Green World value your voice, so reach out to us for any grievance by the escalation matrix below:

| Department | Contact Details | Response Time For Resolution |
|--------------------|--|------------------------------|
| Sales & Marketing | (Level 1) Krishnamoorthy +91 9791082789 krishnamoorthy.m@greenwgroup.com (Executive Manager Sales & Marketing) | 24/ 48 Hours |
| | (Level 2) Steffi George +971 55285 3534 steffi.g@greenwgroup.com (PA to Chairman & Chief Executive Officer) | 24/ 48 Hours |
| Training & Quality | (Level 1) Varun Vignesh +971 52 368 5160 varun.v@greenwgroup.com (Sr HSE Trainer & Consultant) | 24/ 48 Hours |
| | (Level 2) Steffi George +971 55285 3534 steffi.g@greenwgroup.com (PA to Chairman & Chief Executive Officer) | 24/ 48 Hours |
| IT Department | (Level 1) Jayaprakash +91 73581 14978 jayaprakash.k@greenwgroup.com (IT & LMS Administrator) | 24/ 48 Hours |
| | (Level 2) Steffi George +971 55285 3534 steffi.g@greenwgroup.com (PA to Chairman & Chief Executive Officer) | 24/ 48 Hours |
| Accounts & Admin | (Level 1) Dinesh Raja +971 55 285 1447 (UAE) dinesh.r@greenwgroup.com Sakthi Dasan +91 96881 89951 (India) sakthidasan.a@greenwgroup.com Ali Hanifa +966 5057 46014 (KSA) ali.hanifa@greenwgroup.com | 24/ 48 Hours |
| | (Level 2) Steffi George +971 55285 3534 steffi.g@greenwgroup.com (PA to Chairman & Chief Executive Officer) | 24/ 48 Hours |

Note: Please follow this escalation matrix for any grievance-related issues and we at Green World would endeavour at our best to help you with a resolution.

This is our Genuine, Guided and Guaranteed commitment!