



# Aafiya

Managing your care process

## GRIEVANCE REDRESSAL MECHANISM

ESCALATION STAGE	NAME	DESIGNATION	EMAIL -ID
LEVEL I	KIMBERLEEN I MARY	CLIENT SERVICING EXECUTIVE	cs@aafiya.ae
LEVEL II	SANDHYAA R SREEJITH	SR. CLIENT SUPPORT SPECIALIST	feedback@aafiya.ae
LEVEL III	DR. SHAHEDA SHAIKH	ASSISTANT MANAGER - (C.O )	dr.shaheda@aafiya.ae
LEVEL IV	MR. ALI ZAIDI	GENERAL MANAGER	alizaidi@aafiya.ae