

## **In case of any problems on arrival in your Host Country, please find below the necessary action to be taken**

### **1. No one to receive at arrival at the Airport**

Please call the processing team Hotline on **0091 9664056782/0091 22 4056 7777**

### **2. Any problems regarding Accommodation/Transit/Cooling Period**

If you have any problems please call us, give a missed call or message us.

### **3.Redressal of any Grievances**

All candidates may please note that in case of any issues, complaints, problems faced by you in the host country, candidates should refer to the Handbook given to you at the time of departure & follow the due process of conflict resolution & redressal of complaints (This will also be covered during pre-departure briefing).

In case of any complaint/problem that has not been resolved using the due process laid out in the handbook it may immediately be escalated to our CEO via email [ali@virainternational.com](mailto:ali@virainternational.com) or by giving a missed call on **0091 9664056782/0091 22 4056 7777** & you can also whatsapp or sms on the same number. Please include the following information when making a formal complaint or raising a particular issue.

Full Name:

Passport Number:

Iquama Number/ Employee ID:

Position:

Salary:

Date of Arrival in the Host Country:

Employer Name and Address/Location/Site:

