

Complaints

At ICICI Home Finance, we believe in providing the best of services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed.

Step 1



Call our 24-hour Customer Care

You will receive an acknowledgement/ response within **7 business days**.

Step 2



If the resolution you receive does not meet your expectations, please write to **Ms. Aditi Ganguli, Nodal Officer**.

OR



[Click here](#) to download the complaint form. Please fill it up and post it to the address indicated on it.

You will receive an acknowledgement/ response within a period of **10 business days** of Ms. Aditi Ganguli receiving your communication.

Step 3



If you are still not satisfied with the resolution you receive, please write to **Mr. Sachin Khandelwal MD & CEO**.

OR



[Click here](#) to download the complaint form. Please fill it up and post it to the address indicated on it.

You will receive an acknowledgement/ response within a period of **10 business days** of Mr. Sachin Khandelwal receiving your communication.

If after having followed Steps 1,2 and 3 your issue still remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal.

National Housing Bank,
Department of Supervision & Regulation,
(Complaint Redressal Cell)
4th Floor, Core -5A, India Habitat Centre,
Lodhi Road
New Delhi-110003

Complaints can also be e-mailed at crcell@nhb.org.in