

## Step-by-step procedures for filing a compliant & finding out status of complaint

**Lodge Complaint / Grievance:** The Client may lodge their complaints by sending an email on "[ig@sphpl.com](mailto:ig@sphpl.com)" or by visiting any of our Authorised Persons's Office the client may register his complaint on the Grievance Register maintained by the Authorised Person.

**Complaint Registration and Investigation:** After receiving the Complaint/Concern of the Client, the complaint is registered in the record and escalate to the concerned official/department responsible the specific issue who will thoroughly investigate the compliant/ concern, gather relevant information, and evaluate the validity.

**Resolution and Closure:** After gathering the relevant information, and analysis of same, the client is suitably replied. If necessary, the settlement terms are discussed and resolved with the customer for his confirmation or feedback. The complaint is considered to be resolved where no response is received from the client within 15 days.

**Complaint Status:** The client can inquire about the status of his/her complaint by re-sending an e-mail without changing the subject line.

*\* Incase the client is not satisfied with the resolution of his/her complaint, the client may opt to lodge complaint to the respective exchange/depository/through SCORES Portal of SEBI or SMARTODR Portal.*