

**Detailed write up on procedure for filing a complaint on designated email id/ through website Provisions to be made for sharing Ticket Number once the complaint is lodged.**

For filing a complaint to VSE Stock Services Limited, following step by step procedure is to be followed by client:

**1. GATHER NECESSARY INFORMATION AND DOCUMENTATION:**

Before filing a complaint, ensure that client has all the relevant information and supporting documents related to the issue. This may include any correspondence, Contract Notes, Ledger, Receipts or other evidence that can help in resolving the complaint.

**2. DESIGNATED WEBSITE, EMAIL ID OR PHONE NUMBER:**

The specific Website, email ID or Phone number designated for filing complaints are as below:

You can file your complaint by visiting our website <https://www.vselindia.com/contactus.html> and file your grievance.

**OR**

Designated email id: [compliance@vselindia.com](mailto:compliance@vselindia.com)

Telephone number: 0265 2361474

The phone is received by the front desk executive and forwarded to Customer Care Department.

**3. PREPARE A DETAILED COMPLAINT:**

Ensure that your complaint includes relevant details such as client code and/or demat account number etc., nature of grievance with details and any other pertinent information. It is crucial to provide all the necessary details to assist the concerned executive/ authorized person in understanding and investigating the matter effectively

**4. COMPOSE THE COMPLAINT WEBSITE / EMAIL / PHONE CALL:**

**For filing a complaint via Website/ email,**

- Create a new message and clearly state the purpose in the subject line along with your BO ID / Trading Code.
- In the body of the message box / email, provide a brief introduction, describe the issue in detail, and attach any supporting documents.

- Address the email to the designated email ID and send it from your registered email ID.

**For filing a complaint through a phone number,**

- Dial the specified number and wait for the call to connect.
- When connected, clearly state your purpose provides the necessary details, and be prepared to answer any additional questions asked.
- Provide necessary supporting documents through the designated Email ID if asked for.

**5. OBTAIN A TICKET NUMBER:**

Once the complaint is lodged, through website / the Customer Care executive will provide a Unique Ticket Number. This number is crucial for tracking the progress of your complaint and for any further communication. Make sure to request the Ticket Number during the complaint filing process, and if it is not provided, ask for it separately.

**6. PRESERVE EVIDENCE OF COMPLAINT SUBMISSION:**

To ensure accurate record-keeping, take a screenshot or store a copy of the sent email with the complaint details along the Ticket Number.

**7. FOLLOW UP ON THE COMPLAINT:**

If you do not receive a response or resolution within a reasonable timeframe, it is essential to follow up. Utilize the Ticket Number provided to check the status of your complaint. Follow the communication you initially used (email/phone) to inquire about the progress and seek updates

**Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart**

**1. CONTACT THE COMPANY'S CUSTOMER SERVICE:**

Reach out to the company's customer service department using the contact information provided on the website.

**2. PROVIDE NECESSARY INFORMATION:**

Once connected with a Customer Care executive, provide them with the ticket number associated with your complaint. They may ask for additional information such as your name, contact details, and a brief description of the complaint to authenticate your identity.

3. **REQUEST STATUS UPDATE:**

Ask the customer service representative to provide an update on the current status of your complaint. They might be able to provide you with detailed information about the progress being made, any actions taken, or the expected timeframe for resolution.

4. **DOCUMENT THE INFORMATION:**

Take note of any relevant information provided during the conversation, including the executive's name, the date and time of the call, and a summary of the status update. This documentation will be helpful for future reference or in case of any discrepancies.

5. **FOLLOW-UP COMMUNICATION:**

If there is a delay in resolving the complaint or if the status update is not satisfactory, inquire about the next steps to escalate the matter. Customer Care representatives can often provide guidance regarding higher authorities to pursue for further assistance.

6. **FORWARDING COMPLAINTS TO HIGHER AUTHORITIES:**

In case of non-resolution of complaints or to pursue further assistance, it shall be forwarded to Compliance officer and further to the Management for further assistance and resolution.

By following these steps, you can proactively seek updates on the status of your complaint and ensure that it is being addressed in a timely manner.