



RALLA TRADELINKS LLP

INVESTOR GRIEVANCE POLICY

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RALLA TRADELINKS LLP

INVESTOR GRIEVANCES

This is an internal policy of **RALLA TRADELINKS LLP** for Investor Grievance handling.

1. An Investor /Client can make his/her complaint through email or letter to the Company.
2. The Investor/Client can make a written complaint through letter and sent it or hand delivered to Company's Head Office.
3. Handling of all investor grievances (for **RALLA TRADELINKS LLP**) is a centralized function and is being handled by Compliance department at corporate office.
4. Under the SEBI directive a designated e-mail id has been created customercare@rallatradelinks.com the same has been displayed on our website www.rallatradelinks.com This email id would be monitored by customer care department on daily basis.
5. All the Investor Grievances received in writing at H.O. or at the customercare@rallatradelinks.com would be verified and scrutinize by the compliance department and it would initiate necessary steps to resolve the complaint within 1-2 working days of the receipt of the complaint by them.
6. Any course of action which involves the concerned department at Head office it would be informed to the concerned head of the department and Business team. Likewise, if the course of action which involves branch and or associate, business team at the corporate office would be informed/updated.
7. If there is no response from concerned department or the branch and or associate within 3 working days of the complaint, the same would be escalated to Head Compliance for immediate action and if there no response within 5 working days the same would be reported to the Designated Partner as in the form of an MIS reporting.
8. All investor grievances should be resolved within time period of 15-25 days of the receipt of the complaint to the department.

Approval Authority:


Puneet Singla
(Designated Partner) Partner