

Client complaint handling procedures

INTRODUCTION

S.A.DESHPANDE & CO recognizes the importance of responding to client complaints in an efficient, timely and professional manner. To ensure that client complaints received by firm are dealt appropriately in a consistent, fair & in timely manner. The firm has setup certain procedures that will assist client in the event client need to file a complaint with firm

The firm has created a special designated E-mail ID viz. sadco_complaint@yahoo.co.in where client can send their grievances & suggestions for the improvement of the services rendered by the firm to The compliance officer of the firm

PURPOSE

The firm's complaints handling procedure is to be used in the event of an inquiry or complaint about the firm. Using the firm's complaints handling procedure will ensure that any investors' complaints and inquiries are dealt with in a timely, appropriate and fair manner.

This Policy is aimed at providing an efficient and fair resolution of all complaints and recognizes that a complainant has a right to be heard, should be informed of the process to be used and be given reasons For the final remedy or decision.

POLICY

All complaints are to be handled in accordance with the procedures below. Responses must be within timeframes set out below. All complaints (whether verbal or written) must be recorded in the appropriate Complaints Register

DEFINITION OF A COMPLAINT / INQUIRY

A complaint is an expression of dissatisfaction made by a client or customer (or someone representing their interests), about our services where a response or resolution is explicitly or implicitly expected.

A matter raised by a person over the telephone that is handled without the need for a response to that person and that does not warrant any further attention is not a “complaint” under this Policy but is rather defined as an inquiry.

Even if no further response needs to be given to a person who has raised a Particular matter, that matter may deserve further attention, perhaps because the circumstances of the complaint are unusual or the matter is part of a pattern of similar inquiries.

Procedures

Clients are required to forward their complaint whether verbal. Written or via electronic communication to the attention of the compliance officer

Verbal complain where preliminary investigation indicates that complain may have merit are to be treated In the same manner as written complain

When the nature of verbal complain is unclear or there is an evidence to indicate that the complain has merit compliance officer or partner of the firm shall request the client to submit the complain in writing along with supporting documents

The resolution to the complain will commence on the day the complain is received

DEALING WITH AN INQUIRY

If it is clear that the investor has received full information relating to their inquiry and that they are satisfied with the answer given, no further action relating to this procedure needs to be taken.

If an inquiry is received that is unable to be answered immediately then firm will give the investor an estimate of when an answer will be given to them. This estimate should be no longer than 7 working days

At no time is the investor to be charged for the reply to an inquiry or complaint or for any duplicate documentation that may accompany the reply.

Best endeavors should be used to satisfy all inquiries within 14 days.

DEALING WITH A COMPLAINT

The complaint handling process is designed to be responsive to complaints by dealing with them quickly and in a courteous manner.

Upon receipt of a complaint in writing or verbally the firm will give the investor an estimate of when an answer will be given to them. This estimate should be no longer than 7 working days

It is acknowledged that the timeliness of the response to a Client Complaint depends upon the nature and complexity of the complaint. If, due to the complexity of the complaint, if the investigation continues for a period of more than a month then the firm will advise to the client with an explanation for the delay

At no time is the investor to be charged for the reply to an inquiry or complaint or for any duplicate documentation that may accompany the reply. Best endeavors should be used to satisfy all complaints within 14 days.

DOCUMENTATION

The firm will maintain a complain register where a following entries will be recorded:

- Date complaint received;
- Method of complaint (writing, telephone, fax etc);
- The name of the person who received the complaint;
- Complainant's name;
- Details of the complaint;
- Date and method of response(s); and
- Date and details of final resolution.

Also report will be generated month wise to find out

1. Total number of complaint received
2. successful resolution
3. Any systematic issues arising or trends noted

REGULAR REVIEW

Analysis of the nature of complaints made will be undertaken from time to time to identify areas for service improvement or any recurring problems