



Tipsons Stock Brokers Pvt. Ltd.

Grievance Redressal Policy

1. Introduction

In today's dynamic and competitive securities market, ensuring exceptional customer service is paramount for sustaining business growth. Customer and client complaints are an integral aspect of any corporate entity's operations. As a service-oriented organization, our unwavering focus is on customer satisfaction and service excellence.

We firmly believe that offering swift and effective service is pivotal not only for attracting new customers but also for retaining existing ones. Our company is dedicated to enhancing customer service and optimizing the complaint redressal mechanism through innovative initiatives aimed at surpassing customer expectations.

This policy for addressing grievances has been developed with the following considerations:

Fair treatment of customers at all times.

Courteous and timely handling of customer complaints.

Informing customers about avenues for escalating complaints within the organization and their entitlement to alternative remedies if dissatisfied.

Ensuring efficient and equitable resolution of all complaints.

Ensuring that company employees work in good faith and without bias towards customer interests.

2. Grievance Resolution

TIPSONS STOCK BROKERS PRIVATE LIMITED has established a Complaints Redressal Cell Registered Office at Ahmedabad, led by Ms Diganta Joshi, Compliance Officer. This Cell has been set up to promptly address complaints from clients and members of the public against the company. Complaints can be directed to:

Registered Office:

Tipsons Stock Brokers Private Limited

Ms Diganta Joshi – Compliance Officer

5th Floor, Sheraton House, Opp. Ketav Petrol Pump,
Polytechnic Road, Ambawadi, Ahmedabad – 380015

Phone: 079-66828140 / 8141

Email: compliance@tipsonsbroking.com

Clients, customers, or individuals with grievances against the company's department can lodge their complaints with the Compliance Officer at the above addresses. The complaint should include the complainant's name, address, contact details, and a description of the issue supported by relevant documents, if available. Members of the public can also contact the Compliance Officer through the provided telephone numbers or email addresses.

3. Timely Resolution

Our commitment is to resolve complaints within 15 working days. If a complainant does not receive a response within this timeframe or remains dissatisfied with the response received, they have the option to escalate the matter to Mr. Rohit Sehgal – Business Head, at the following address:

Mr. Rohit Sehgal– Business Head

5th Floor, Sheraton House, Opp. Ketav Petrol Pump, Polytechnic road,
Ambawadi, Ahmedabad – 380015

Phone: 079-66828102 / 8141

Email: rohit.sehgal@tipsonsbroking.com

4. Periodic Review

The Company's Board of Directors will periodically review the Complaint Redressal mechanism at specified intervals to ensure its effectiveness and alignment with our commitment to customer satisfaction.

5. Ongoing Improvement

The Board of Directors will also oversee the Code's implementation and review its effectiveness to ensure continuous enhancement of our complaint redressal process. Our dedication to exceptional customer service remains unwavering, reflecting our commitment to putting customers first.