

## **DIMENSION FINANCIAL SOLUTIONS PRIVATE LIMITED**

### **Investor Complaints Redressal Mechanism**

#### **Introduction**

**Dimension Financial Solutions Private Limited** ('Our Company') believes that Investor service is vital element for sustained business growth and for better corporate governance. We endeavor to redress all grievances/ complaints, in a reasonable time and satisfactory manner. Investor grievances/ complaints constitute an important voice of Investor and thus a structured grievance redressal framework is important.

Our grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. Our Company realizes that quick, effective handling and resolution of Investors' grievances/ complaints is essential. Our Investor Redressal Mechanism of the Company is based on the following principles:

- Grievances/Complaints raised by Investors are dealt with courtesy and in a timely manner.
- Grievances/Complaints are treated efficiently and fairly.
- The employees and management of the Company work in good faith and towards the interests of the Investors.

#### **1. Compliance Officer's Role**

- Our Compliance Officer acts as a liaison between investors and internal departments, ensuring that complaints are addressed promptly and in accordance with regulatory guidelines.
- Our Compliance Officer is responsible for coordinating with relevant departments to gather information, investigate the complaint thoroughly, and take appropriate actions to resolve the issue.
- Our Compliance Officer shall also maintain a Register of Investor Grievances in which primary details of every complaint shall be entered.

For Dimension Financial Solutions Pvt. Ltd.



Director



## 2. Separate Email for Investor Grievances and Complaints

- A separate designated email id i.e. investor.grievance@dimensionfinancial.co.in has been created for investors to inform their grievances/ complainants online. This will reduce any delay enhancing transparency.
- Also, an Investor may submit a written grievance/ complainant marking it to the Compliance Officer at our corporate office situated at Dimension Tower, Plot No-10, 3rd Floor, Commercial Area, Kaushambi, Ghaziabad, U.P-201010.

## 3. Complaint Handling and Redressal Process

- Each complaint received, whether through email or postal mail, undergoes detailed scrutiny by the Compliance Team. This includes capturing essential details such as nature of complaint, date of receipt, investor details, and any supporting documents provided.
- The information collected is then forwarded to the respective department by the compliance team for investigation and resolution. This structured approach helps in streamlining the redressal process and maintaining accurate records of grievances.
- The Compliance Officer plays a pivotal role in initiating the redressal process. He / she acts as a central point of contact for handling investor complaints within the Company.
- The Compliance Officer shall follow up the email with the respective department and ensures appropriate actions on the same.

## 4. Maintenance of Complaint Register:

- The Complaint Register maintained by the Compliance Officer serves as a centralized database documenting all investor grievances. It includes tracking details such as complaint status, actions taken, resolution timelines, and any escalations made.
- Regular review of this register enables proactive monitoring of complaint resolution progress and helps identify recurring issues or trends requiring systemic improvements.

## 5. Quick Resolution Period

- The Compliance Officer is to take immediate steps, involving the concerned departments to resolve complaints within a period of 7 working days. If the complaint requires obtaining information or any investigation at Company level, the Compliance Officer is required to resolve within 15 working days except in

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complicated cases which the compliance officer believes would take more time.

- Our Company is committed to resolve complaints as fast as possible.

## **6. Role of Grievance Redressal Committee**

- Our Company has formed Investor Grievance Redressal Committee consisting of 2 directors which oversees the action taken by the Compliance Officer on any complicated complaint
- The Committee also on fortnight basis review the complaint register and try to ensure that the compliance officer and concerned department are taking timely actions.

### **Resolution mechanism for Offline Complaints:**

Any investor who wishes to report any grievance/complaint shall submit their grievance/complaint to below mentioned Officer/Email id:

#### **Investor Grievance Redressal Officer,**

Ruchi Sethi

Company Secretary

Dimension Tower, Plot No-10, 3rd Floor,

Commercial Area, Kaushambi, Ghaziabad, U.P-201010.

**Phone No.: 18002032494**

**Email Id: investor.grievance@dimensionfinancial.co.in**

For Dimension Financial Solutions Pvt. Ltd.



**Director**

