

Procedure for Filing a complaint:

Step 1: Client having any grievances can email us at grievances@vramath.com

Step 2: Complaints are received through email and moved to the respective department.

Step 3: The concerned department will check and investigate the complaint. Team will resolve and then respond to the complainant through email after verifying the case.

Step 4: If the client is not satisfied or the client wants to know the details the respective department will discuss with the Compliance officer and then provide the resolution again to the complainant to ensure that the grievances taken care and closed.

Step 5: Ticket number is closed when the grievance/complaint is solved to the satisfaction of the client. Logs for client Grievances/Complaints received are maintained in grievance register.

Step 6: In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SCORES.

Step 7: After exhausting these options for resolution of the grievance, if the client is still not satisfied with the outcome, client can initiate dispute resolution through the ODR Portal (in our homepage).

For finding the Status of the complaint:

Step 1: On receipt of the complaint received through email, the complaint will be processed by the respective department and the ticket status will be updated accordingly.

Step 2: Once the Complainant is closed, the ticket number will be closed and updated in the tracker.

Step 3: In case, if the client wants to know the status of the complaint, they can email us with the reference as problem ticket number.

Step 4: On receipt of the status request from the client, that will be checked in the log and will be given the status whether the complaint is solved or in process will be intimated to client through email.