



S H A N N O N

SHANNON ADVISORS PRIVATE LIMITED

Investor Complaint Redressal Mechanism

Effective from April 05, 2024



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Shannon Advisors Private Limited (Shannon) places significant emphasis on investor protection and has instituted a robust mechanism to handle and resolve investor grievances with utmost efficiency. Our core commitment revolves around Investor Protection, ensuring that investors have a dependable platform to voice any concerns or grievances encountered during their engagements with us.

To uphold this pledge and ensure a transparent and streamlined grievance redressal process, Shannon has meticulously structured an Investor Complaints Redressal Mechanism. The foundation of this mechanism rests on our proactive stance toward swiftly and effectively resolving investor complaints. We recognize that prompt resolution not only ensures regulatory compliance but also strengthens trust and confidence in our services.

Through clear communication channels and dedicated oversight, we strive to provide investors with a seamless experience when addressing and resolving their concerns.

1. Dedicated Email for Grievances

- The dedicated email address, grievance@shannon.co.in, serves as a direct channel for investors to voice their concerns. It ensures that complaints reach the appropriate authorities without delay, enhancing transparency and accessibility in the redressal process.
- Shannon prominently displays this email ID on its official website, www.shannon.co.in, making it easily accessible to investors seeking assistance or resolution.

2. Redressal Process

- Upon receiving an email regarding an investor grievance, 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.
- The full details of the written complaint shall be passed to the concerned department by the Compliance Team.
- Copying the Principal Officer ensures that senior management remains aware of ongoing grievances, promoting a collaborative approach to resolution and adherence to regulatory standards.

3. Compliance Officer's Role

- The Compliance Officer acts as a liaison between investors and internal departments, ensuring that complaints are addressed promptly and in accordance with regulatory guidelines.
- Compliance Officer is responsible for coordinating with relevant departments to gather information, investigate the complaint thoroughly, and take appropriate actions to resolve the issue.



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- The Compliance Officer shall also maintain a Register of Investor Grievances in which primary details of every complaint shall be entered. Format of the Complaint Register is enclosed herein.

4. Detailed Complaint Handling

- 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 for investigation and resolution. This structured approach helps in streamlining the redressal process and maintaining accurate records of grievances.

5. Alternative Complaint Submission

- Offering multiple channels for complaint submission, including postal mail, ensures that investors can choose a method that suits their preference or convenience.
- All written complaints received via mail are promptly routed to the Compliance Officer, who follows the same protocol as email-based complaints to initiate resolution steps.

6. 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.

7. Timely Resolution Commitment

If the complaint involves sourcing information and carrying out investigation at Company level, then the Company intends to resolve the same within 15 working days, except any complicated cases, which the Compliance Officer and the concerned department believe would take more time. However, if the complaint involves sourcing information and carrying out investigation from third parties, we shall intend to resolve the complaint as soon as possible depending on the availability of information from the said third parties. On the Company's part, we shall do the necessary follow-up in regard to the complaints with the concerned parties.

8. Escalation to Grievance Redressal Committee

A serious complaint (where the written response does not settle the issue) would be referred to the Investor Grievance Redressal Committee of the Company by the Compliance Officer. Any serious complaint shall be referred to the aforesaid committee within 7 days from the day the compliance officer declares the same as to be referred. The committee shall take up the matter on an urgent



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basis and shall resolve the matter within 15 days other than the matters as discussed in point 7 of the policy.

9. Regular Review and Monitoring

- The Compliance Officer's ongoing review of the complaint register is crucial for monitoring the effectiveness of the redressal mechanism. It allows for timely interventions, corrective actions, and continuous improvement initiatives based on feedback and data analysis.
- Regular reporting on complaint status, resolution outcomes, and any systemic issues identified ensures transparency, accountability, and regulatory compliance in the investor complaints redressal process.

By adhering to these structured processes and timelines, Shannon aims to not only meet regulatory expectations but also exceed investor expectations in terms of transparency, responsiveness, and accountability. Our Investor Complaints Redressal Mechanism reflects our unwavering dedication to investor protection and satisfaction, fostering a mutually beneficial relationship built on trust and integrity.



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Format of Complaint Register

S. No.	Name of the Complainer	Details of the Compliant in brief	Complaint forwarded to the relevant department and the date	Complaint resolved on written response, if yes	Complaint referred to Investor Grievance redressal Committee, if needed	Is the complaint resolved, and on which date	Remarks