

Grievance Redressal Mechanism

Upstox — GIFT City IFSC | Step-by-Step Escalation Guide

Clients may raise a grievance through the four-level escalation framework below. Each level should be exhausted before proceeding to the next.

Level	How to Lodge & Timelines
Level 1 <i>Complaint Redressal Team</i>	Email globalsupport@upstox.com or call 022 7130 9988, 022 6904 2288, 022 4179 2988 - Accepted complaints acknowledged in writing within 3 working days of receipt. - If not accepted, complainant informed within 5 working days of receipt, with reasons for non-acceptance.
Level 2 <i>Complaint Redressal Officer (CRO)</i>	If unresolved after 6 working days from raising at Level 1, or if dissatisfied with the Level 1 response, escalate by email to the CRO at grievance.globalsupport@upstox.com Address: First Floor, Office No. SI-M-1021, Unit B, Plot 11T3 & 11T5, Block-11, Shilp Incubation Centre, GIFT SEZ, GIFT City, Gandhinagar, Gujarat — 382050. - Handled fairly and impartially by the CRO (or alternate officer where a conflict of interest exists); further documents may be requested. - Resolved within 15 working days of acceptance; up to 30 working days in exceptional cases. Status and timeline communicated to complainant.
Level 3 <i>Complaint Redressal Appellate Officer (CRAO)</i>	If dissatisfied with the CRO's resolution, appeal to the CRAO within 21 days of receiving the decision, by email at crao.globalsupport@upstox.com CRAO reviews appeal fairly, impartially and independently; endeavours to dispose within 30 days of receipt. <i>Details of the CRO & CRAO available on the website</i>
Level 4 <i>Escalation to the Regulator (IFSCA)</i>	Global Access Market complaints - If dissatisfied with the CRAO's decision, approach IFSCA at grievance-redressal@ifsc.gov.in within 21 working days of receipt of the CRAO's decision. Complaints against a Trading / Clearing Member or Depository Participant - First approach the relevant Market Infrastructure Institution (MII). India INX: inx.regulatory@inxindia.com. - If still dissatisfied after exhausting the MII mechanism, approach IFSCA at grievance-redressal@ifsc.gov.in within 21 working days of receipt of the final decision.