



Complaint and Grievance Policy

1. PURPOSE:

The purpose of this policy is to ensure that GSVS DMCC has a dedicated system to capture, analyse and resolve any complaints, whether from an internal or an external source. The purpose of this policy is to ensure that complaints are handled properly and that all stakeholder complaints or comments are taken seriously.

We believe that an efficient Complaint & Grievance process (re-)establishes confidence in our company, products and services; prevents escalation of complaints and identifies sources of improvement in our company processes.

2. POLICY & PROCEDURES:

This policy is intended to ensure that GSVS DMCC entities handle complaints fairly, efficiently and effectively. The company's objective is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and equitably. The Company's website provides an open and public access to all stakeholders to reach out if case of complaints and/or grievances.

Our complaint management system aims to:

- allow us to respond to questions raised by complainants in a timely and cost-effective manner;
- increase stakeholder confidence in our administrative process, and
- provide information that we can use to improve the quality of our products, services, personnel and complaint handling.

The following procedures apply:

- When a complaint is received, it must be logged by the recipient on a subject-relevant Complaint & Grievance form, and an acknowledgment receipt must be sent within 2 working days in order to establish a relationship of confidence with the person who filed the complaint. If need be, the complaint files must be transferred to the relevant employee/manager who becomes responsible for the following steps.
- If necessary, further clarification should be obtained from the complainant and a copy of the complaint procedure must be given to the complainant. The complaint process, the time it can take and realistic expectations must be explained to the complainant.
- Immediately on receipt of the complaint the dedicated employee/manager should launch an investigation and within 5 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned. If the



issues are too complex for the investigation to be completed within 5 days, the complainant should be informed of any delays.

- Complaint Manager must record all relevant information about the complaint and keep it as simple and accurate as possible.
- If the complaint raises potentially serious concerns, legal advice should be obtained. If legal action is taken at this stage, any investigation by GSVS DMCC under the complaint procedure should cease immediately.
- Finally, the results of the complaint should be documented and signed off by a senior manager and any weaknesses in procedures should be identified and modified.

3. RESPONSIBILITY FOR THE POLICY:

The CEO or his appointee. Appropriate training will be foreseen for relevant members of staff, either at induction or at regular intervals. Employees are obliged to report any breach of policy via the Grievance and Complaints procedures and/or directly to the CEO.

4. REPORTING REQUIREMENTS:

Complaint and Grievance incidences at entity level must be centralised at CEO level who can determine whether complaints have a recurrent character and which area of company procedures needs additional attention to avoid similar complaints in the future.

Dubai, (effective from) June 2nd 2025


Mr. Ishan Dayal,
CEO GSVS DMCC

