



Symphony Limited

Responding to and Redressal of Consumer Complaints & Feedback Policy

I. PURPOSE

This policy outlines commitment of Symphony Limited (the “Company”) to providing excellent service and addressing consumer complaints and feedback effectively. The Company values its customers’ opinion and strives to continuously improve the Company’s products, services, and overall customer experience.

By prioritizing the prompt and effective resolution of complaints and feedback, the Company aims to build stronger customer relationships and foster trust in its brand. Listening to customers’ voice is essential for the Company’s continued growth and success.

II. SCOPE

This policy applies to all complaints and feedback received from customers through specified channels.

III. PRINCIPLES

1. Accessibility:

The Company provides multiple avenues for customers to submit complaints and feedback, ensure accessibility for all.

2. Responsiveness:

The Company aims for prompt and courteous responses to all complaints and feedback.

3. Fairness:

The Company addresses all complaints fairly and according to its established procedures.

4. Transparency:

The Company communicates clearly and transparently throughout the complaint resolution process.

5. Customer Focus:

The Company prioritizes finding solutions that address the customer’s concerns and satisfaction.

6. Continuous Improvement:

The Company utilizes feedback to identify areas for improvement and enhance its products, services, and customer experience.

IV. DETAILED POLICY

1. Complaint Submission:

The Company encourages customers to submit complaints and feedback through the preferred channels as outlined in “CONTACT” section on the Company’s website (www.symphonylimited.com).

2. **Complaint Resolution Process:**

All complaints will be acknowledged and assigned a tracking number for reference. A dedicated representative will investigate the complaint and attempt to resolve it within a designed timeframe.

The complaint resolution process may involve:

- ✓ Gathering information from the customer.
- ✓ Investigating the issue.
- ✓ Identifying potential solutions.
- ✓ Communicating proposed solutions to the customer.
- ✓ Obtaining customer agreement on the resolution.
- ✓ Implementing the agreed-upon solution.
- ✓ Following up with the customer to ensure their satisfaction.

3. **Escalation Process:**

If a customer is not satisfied with the initial resolution offered, they have the right to escalate their complaints. This escalation may involve:

- ✓ Requesting to speak with a supervisor or manager.
- ✓ Submitting a formal written complaint.

4. **Feedback Process:**

The Company appreciates all feedback, positive or negative. Feedback helps the Company identify areas for improvement and enhance the customer experience. All feedback will be reviewed and considered for implementation in future improvements.

5. **Confidentiality:**

The Company maintains the confidentiality of all customer information related to complaints and feedback, in accordance with applicable data privacy regulations.

6. **Training:**

The Company provides ongoing training to its customer service representatives on effectively handling complaints, communicating with empathy, and delivering exceptional customer service.

7. **Communication:**

The Company communicates with customers regularly throughout the complaint and feedback resolution process, keeping them informed of progress and any decisions made.

V. REVIEW OF THIS POLICY

The Company is committed to continuously improving its complaint resolution and feedback processes. The Company will regularly review and update this policy as needed to reflect best practices to build stronger customer relationships and foster trust in “SYMPHONY” brand.
