## **Step-by-Step Process to File a Complaint with a Stock Broker**

### ****Step 1: Identify the Nature of the Complaint****

**Understand and clearly define the issue. Common complaints include:**

* Unauthorized trading
* Delayed fund transfers
* Incorrect charges
* Poor customer service
* Non-receipt of contract notes or statements

### ****Step 2: Contact the Stock Broker's Customer Support****

Before filing an official complaint, always try resolving it directly.

#### **How:**

* **Email** the broker’s support or grievance email ID.
* Call their **customer care** number.
* Raise a **ticket** on their trading platform or app.

#### **What to include:**

* Your **Client ID / Account Number**
* Date and time of the issue
* Screenshots or evidence (if applicable)
* Clear explanation of the problem

🕒 **Wait Time**: Allow 7 working days for resolution.

### ****Step 3: Escalate to the Broker’s Compliance Officer****

If customer support doesn’t resolve the issue, escalate it to the **Compliance Officer**.

* Visit the broker’s website for **Compliance Officer Contact details**.
* Send a formal email with the **reference number** of your earlier complaint.
* Attach prior correspondence.

### ****Step 4: File a Complaint with the Stock Exchange (if unresolved)****

If still unresolved, escalate to the stock exchange where your broker is registered.

#### **For India:**

Use **SCORES** (SEBI Complaints Redress System):

* Website: <https://scores.gov.in>
* Register and submit your complaint with:
  + Supporting documents
  + Your broker’s name and registration number
  + Previous correspondence details

### ****Step 5: Follow Up and Monitor the Complaint****

* You’ll receive a **ticket/reference number**.
* Track progress via the platform (SCORES, FINRA, etc.).
* You may receive communication from the broker or regulator.

### ****Step 6: Consider Arbitration or Legal Action (if still unresolved)****

If you’re not satisfied with the resolution:

* Request **arbitration** (provided by the exchange)
* File a legal case (if the loss is substantial)

## **📌 Summary Table**

| **Step** | **Action** | **Timeframe** |
| --- | --- | --- |
| 1 | Identify the problem | Immediate |
| 2 | Contact broker support | Wait up to 7 days |
| 3 | Escalate to Compliance Officer | Wait 7–10 days |
| 4 | File with Regulator (SEBI/SCORES, FINRA, etc.) | Track online |
| 5 | Follow up | Varies |
| 6 | Arbitration/legal action | Optional |

**Step-by-Step Process to Check Complaint Status with a Stock Broker**

### ****Step 1: Check the Broker's Response Platform****

If you filed the complaint **directly with the broker**:

1. **Login to the broker’s platform (website or app)**
2. Go to the **support/ticket section** (sometimes called "Help Desk" or "Complaints")
3. Look for your **ticket ID or reference number**
4. Check the **status** (e.g., "Open", "Under Review", "Resolved")

📌 **Tip**: Many brokers send email/SMS updates when your complaint progresses.

### ****Step 2: Contact Customer Support (if online tracking not available)****

If the platform doesn't show updates:

* Call or email the **customer care** team
* Provide your **account/client ID** and **complaint/ticket number**
* Ask for a **status update**

### ****Step 3: If Escalated to SEBI/SCORES (India Only)****

If you’ve filed your complaint on **SCORES (SEBI Complaints Redress System)**:

1. Visit <https://scores.gov.in>
2. Click on **“View Complaint Status”**
3. Enter:
   * **Complaint reference number**
   * **PAN** or **email ID**
4. Click **“Submit”** to view current status and remarks

📌 Statuses may include:

* **Pending with Broker**
* **Action Taken**
* **Closed**
* **Escalated**

### ****Step 4: If Filed with Stock Exchange (NSE/BSE in India)****

If you submitted via **NSE** or **BSE** portals:

#### **For NSE:**

* Visit: https://investorhelpline.nseindia.com
* Login and check “**Grievance Status**”

#### **For BSE:**

* Visit: https://bsecrs.bseindia.com
* Go to “**Investor Grievance Redressal**”
* Enter complaint reference number to check status

## **Summary Checklist:**

| **Where Filed** | **How to Check** | **Required Info** |
| --- | --- | --- |
| Broker App | Support/Ticket section | Client ID, ticket number |
| Email/Phone | Customer care | Complaint reference |
| SCORES (India) | [scores.gov.in](https://scores.gov.in) | PAN, email, ref number |
| NSE/BSE | Online portals | Complaint ID |
| FINRA (US) | [finra.org](https://www.finra.org) | Confirmation email or contact |

**Designated Email ID to file a Complaint with a Stock Broker:**

**contact@padmakshi.com**