

Grievance Redressal Mechanism

ALPS is duty bound to provide fair treatment to our Consumer and Consumer grievances.

What does "Grievance" mean?

Grievance means any issue related to the product/service which has been availed by the consumer from the ALPS Platform and consumer is seeking resolution for the same.

In case of any query or complaint the Consumer can approach us and reach out to us through 'Contact us' and 'Help Centre' tab available on this page.

Journey:

1. Click on '[Contact Us](#)' or '[Help Centre](#)' tab
2. It will open to ALPS Help Center | 24x7 Customer Care Support
3. Choose from Type of Issue / Help Topics
4. Submit

If your query / complaint not resolved needs to be escalated : As per the applicable laws, ALPS has appointed a "Grievance Officer" to address your grievances.

Here are the details for Grievance officer:

Mr. Sumit Kaushik

Designation: Senior Manager

ALPS

First Floor, Suman Heights,

Gopalpatti, Manjari

Pune Maharashtra 412307

- India Our 'Grievance Redressal Mechanism' is as follows:
 - Upon the receipt of a Consumer Grievance on the channels specified above.
 - The Consumer shall receive an acknowledgment for its grievance within 48 (Forty-Eight) hours through email OR phone call or SMS, and
 - The Consumer shall receive a system generated "Unique ID" to track the grievance status
 - "Consumer Care" and "Grievance Officer" shall take all the best endeavors to resolve the grievance as expeditiously within the timeline as prescribed in the applicable laws.
 - A Grievance will be considered as closed and disposed-off and in any of the following instances, namely:
 - When the consumer is communicated by Consumer Care / Grievance Officer / any other person associated with the website and offers solutions to its grievance

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