

COMPLAINT HANDLING PROCEDURE



Original date	October 2023
Next Review Date	September 2024

Introduction

Lanka Rating Agency Limited recognizes that every Client hereinafter referred to as the ‘Complainant’ has a right to complain. Our complaints handling process affords the Client the opportunity to do so. The main reason behind this development is to change negative experiences into positive ones.

We have 3 types of Complaints.

1. **Rating related complaint** – If the Client is not satisfied with the rating assigned to an entity / security.
2. **Service dissatisfaction complaint**- If the Client is dissatisfied with the service the LRA has provided.
3. **Complaint against Management Team** - If the Client have a complaint against LRA’s Management Team.

How to Complaint & whom to Address?

	Rating related complaint	Service dissatisfaction complaint	Complaint against Management Team
Telephone	011-4500 099	011-4 500 099	
Email	chandrika@lra.com.lk	info@lra.com.lk	
By post or in person	No 145, Kynsey Road, Colombo 8	No 145, Kynsey Road, Colombo 8	No 145, Kynsey Road, Colombo 8
Complaint address to	Compliance Officer	CEO/Compliance Officer	Board of Directors

Complaint Handling Process

- **Rating-related complaint:** Any complaint related to the accuracy or fairness of a rating will be addressed by the Appeal Panel as per section 61 of the rules applicable to the Credit Rating Agencies. The Appeal Panel is an independent body that is responsible for reviewing and resolving rating-related complaints.
- **Service dissatisfaction complaint:** Any complaint related to the quality of service provided by the rating agency will be sorted by the CEO and Compliance Officer. The CEO and Compliance Officer will investigate the complaint and take appropriate action to resolve the issue. The client will be informed of the final decision within two weeks.
- **Complaint against the Management Team:** Any complaint against the Management Team of the Rating Agency will be handled by the Board of Directors. The Board of Directors will investigate the complaint and take appropriate action to resolve the issue. The client will be informed of the final decision within one month.

Record

The Client complaint shall be recorded for continuous improvement of processes and procedures and monitoring through regular review to provide a better service in the future.

Complaint Summary

Complaint Summary							
Reference Number	Mode (Email/Phone/Post)	Client Name	Company Name	Description of Complaint	Date		Action Taken
					Reported On	Closed On	