

Redressal of Grievance

If you are not satisfied with our services or have feedback, please follow the steps outlined below to lodge a complaint.

Step 1: Initial Contact

Your first point of contact is your **Research Analyst**. We encourage you to discuss your concerns directly with them.

- **Resolution Timeline:** We aim to resolve all complaints on a best-efforts basis within **10 to 15 working days**.
- **Process:** We will first clarify the nature of your complaint, investigate the issue, and provide you with a full response once the investigation is complete.

Step 2: Communication Methods

You may submit your grievance through any of the following channels:

- **WhatsApp or Phone:** [+91 9427711108](tel:+919427711108)
- **Email:** kavan.kpequity@gmail.com
- **Written Mail:** You may also send a formal complaint in writing to our registered address.

Step 3: Escalation to SEBI

If your complaint is not resolved within **one month**, or if you are unsatisfied with the resolution provided, you may refer the matter to the regulator, the **Securities and Exchange Board of India (SEBI)**.

Online Dispute Resolution Portals

You can access the following portals established for dispute resolution in the Indian Securities Market:

- **SCORES Portal:** [Visit the SEBI SCORES website](#)
- **SMART ODR Portal:** [Visit the Online Dispute Resolution Portal](#)

Mobile Application

The SCORES platform is also available as a mobile application for convenience:

- **Download:** [SCORES Mobile App on Google Play Store](#)