

### **Grievance Redressal/Escalation Matrix for Investment Advisers and Research Analysts**

In a recent notice, BSE has introduced a new rule for all Investment Advisers (IAs) and Research Analysts (RAs) to create a **Grievance Redressal/Escalation Matrix**. This is to help resolve client complaints more efficiently before they need to be taken to regulatory bodies like SEBI.

The following details of this matrix should be clearly shown on the websites of IAs and RAs, making it easy for clients to find and use.

<b>Details of designation</b>	<b>Contact Person Name</b>	<b>Address where the physical address location</b>	<b>Contact No.</b>	<b>Email-ID</b>	<b>Working hours when complainant can call</b>
Customer Care					
Head of Customer Care					
Compliance Officer					
CEO					
Principal Officer					

#### **What if an IA or RA doesn't have a website?**

For IAs and RAs without a website, the notice requires them to display the matrix in their physical offices and send it to clients via email. The following deadlines apply:

- **New Clients:** The Grievance Redressal/Escalation Matrix must be sent within seven days of onboarding.
- **Existing Clients:** The matrix must be emailed by January 3, 2025.

IAs and RAs must ensure full compliance with this requirement. It's essential to review and update websites with the necessary contact details and ensure that clients receive the matrix by email as required.

## **REDRESSAL OF GRIEVANCE**

Here are the steps a client can follow in case of grievance or feedback:

1. If you are not satisfied with our services and would like to lodge a complaint, we would request you to first talk to our representative / consultant from the Research Analyst Department who is your point of contact. You can discuss with him / her, and be rest assured that your complaint will be resolved on best efforts within 7 to 21 working days.
2. You can also email or talk to the representative / consultant via telephone. The contact no. is +91-9896336607
3. Alternatively, you can send us a complaint in writing or via email on [asit.pati@gmail.com](mailto:asit.pati@gmail.com)
4. We will try to resolve your complaint within 14 to 21 working days. The first step is for us to be clear about the nature of your complaint, and to identify what we can do to resolve the issue. When we have finished our investigations into your complaint, we will be in touch to provide you with a full response to your complaint.
5. If you are not still not satisfied with the response or the handling of your complaint by our representative / consultant, you can approach and write an email to Ms. Aasra Puri, Support Lead at [asit.pati@gmail.com](mailto:asit.pati@gmail.com) with complete details. Ms. Aasra Puri will get in touch with you at the earliest and try to resolve your complaint as soon as possible.
6. If your complaint is not resolved within a period of one month, you may refer your complaint to the regulator - The Securities and Exchange Board of India (SEBI).

SEBI has launched a centralized web based complaints redress system 'SCORES'.

The link to the platform is <https://scores.gov.in/scores/complaintRegister.html#>

7. If your complaint is not resolved on SCORES portal, you can start the dispute resolution process through the ODR Portal. The link for the platform is <https://smartodr.in/login>.