# REDRESSAL OF GRIEVANCE

At RANGAONE FINWALA PRIVATE LIMITED, client satisfaction and trust are of utmost importance. In case of any grievance or feedback, clients may follow the below process:

### Step 1: Initial Complaint

* If you are not satisfied with our services, please first contact your assigned representative/consultant from the Research Analyst Department, who is your primary point of contact.
* You may raise your complaint through telephone, email, or in person.
* We will make best efforts to resolve your complaint within **7 to 10 working days**.

### Step 2: Written Complaint

* Alternatively, you may send us a complaint in writing or via email at:  
  **Email:** Sanika.official11@gmail.com  
  **Phone:** +91 93261 99388
* We will acknowledge receipt of your complaint and aim to resolve it within **7 to 10 working days**.

### Step 3: Escalation

* If you are still not satisfied with the response or handling of your complaint, you may escalate the matter by writing to:  
  **Grievance Officer:** Ms. Sanika  
  **Designation:** Compliance & Grievance Officer  
  **Email:** Sanika.official11@gmail.com  
  **Phone:** +91 93261 99388
* The Grievance Officer will review the matter and respond to you at the earliest.

### Step 4: SEBI SCORES Portal

* If your complaint is not resolved within **30 days**, you may lodge your complaint with the regulator, **The Securities and Exchange Board of India (SEBI)**, through its centralized web-based complaints redressal system – **SCORES**.
* SCORES Portal Link: <https://scores.gov.in/scores/complaintRegister.html#>

### Step 5: Online Dispute Resolution (ODR)

* If your complaint is not resolved on the SCORES portal, you may initiate the dispute resolution process through SEBI’s **Smart ODR Platform**.
* Smart ODR Portal Link: <https://smartodr.in/login>