

### **Grievance Redressal Policy - RW Investment Advisors LLP**

RW Investment Advisors LLP, Bangalore is registered with SEBI as an Investment Advisor (Registration No: INA200004342) and is governed by its rules & regulations. This grievance redressal policy seeks to explain the suitable mechanism for receiving and addressing complaints from its advisory clients and to resolve such complaints in a fair and an expeditious manner. The policy seeks to ensure that all issues raised by its clients are dealt with courtesy, without bias and are resolved on time.

Primary responsibility is with the Compliance Officer / Grievance Redressal Officer to resolve the complaint. All complaints received shall be recorded internally in an electronic manner on a Microsoft Word document and will therefore serve as a digital record of the complaints. It is relevant to note that grievances are different from general feedback / queries and such distinction must be made accordingly.

#### **Steps an advisory client can follow in case of grievance / feedback:**

1. If the advisory client is not satisfied with our services and would like to lodge a complaint, we would request the advisory client to first discuss with our representative from the advisory team who is his/ her point of contact.

2. **Email:** The advisory client can email his/her complaint to [rwsupport@rwadvisors.in](mailto:rwsupport@rwadvisors.in). The advisory client can also send a physical letter of complaint to the registered office: Flat No 701, 7th Floor, Falguni Block, Olety Landmark, Pipeline Road, JC Nagar, Bangalore 560086, Karnataka, India.

3. **Escalation:** In case the advisory client wishes to escalate the issue, he/she can talk to / send an email to the Compliance Officer / Grievance Redressal Officer via phone/ email. The contact details of the Compliance Officer / Grievance Redressal Officer are as follows:

Name: Sarang Sanil

Email: [sarang@rwadvisors.in](mailto:sarang@rwadvisors.in)

Phone: +91 9489521205

3. All efforts will be made to resolve the complaint within 15 working days. This will of course, depend on the nature and complexity of the complaint.

4. If the advisory client's complaint is not resolved within a period of one month, he/ she may refer his/her complaint to the regulator — The Securities and Exchange Board of India (SEBI).

SEBI maintains an online web-based centralized grievance redressal system called SCORES - SEBI Complaints Redress System. Investors can lodge their grievances / complaints through the SCORES link available on the SEBI website. The link for SCORES is <https://scores.gov.in/scores/Welcome.html>



# RW ADVISORS

SCORES enables investors to lodge and follow up on their complaints and track the status of redressal of such complaints online from the above website from anywhere.

ODR Portal could be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market".

A common Online Dispute Resolution Portal ("ODR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link - <https://smartodr.in/>

Investors can also lodge grievances / complaints in physical form at any of the offices of SEBI.

**SEBI Head Office Address:** Plot No.C4-A, 'G' Block,  
Bandra-Kurla Complex, Bandra (East),  
Mumbai - 400051, Maharashtra

Tel. Board: +91-22-26449000 / 40459000

E-mail: [sebi@sebi.gov.in](mailto:sebi@sebi.gov.in)

**For RW Investment Advisors LLP**

**Bismith Nayak**  
Principal Officer