

Grievance Redressal and Dispute Settlement Mechanism

How to Raise a Grievance

If a client has a grievance or complaint, it should be reported promptly to the Portfolio Manager in writing, with enough detail to help the Portfolio Manager take appropriate action.

Grievance Contact Details

For any complaint or grievance, the client may contact the designated officer below.

Primary Contact: Mrs. Jasmine Pandit

Designation: Compliance Officer

Telephone: 9082627478

Email: jasmin@val-q.co.in

Escalation Contact: Mr. Ashit Kothari

Escalation Email: ashit@val-q.co.in

Grievance Handling and Resolution

- Upon receiving a grievance, the Compliance Officer/ Portfolio Manager will take prompt steps to address and resolve it.
- The client will be informed of any change in the designated grievance officer or the officer's contact details.
- Investor grievances will be resolved within the prescribed time, of 21 days provided the complainant submits all information required for redressal.

Escalation to SEBI

The client may also lodge a complaint with SEBI through SCORES at scores.gov.in or by calling the toll-free helpline numbers 1800 266 7575 or 1800 22 7575.