

CWS.

CONTROL WEALTH ADVISERS



Complaints & Grievances

www.controlwealth.co.in

Complaints & Grievances

- 1. Adherence to grievance redressal timelines:** Investment Adviser shall be responsible to resolve the grievances within the timelines specified under SEBI circulars i.e. 30 days.
 - a. In case of any direct complaint/grievance, Client can make a complaint by sending an email to info@controlwealth.co.in
 - b. If the client issue is not resolved within 10 working days from the date of first raising the issue at step a, client may write email to Principal Officer at abhishek.phore@controlwealth.co.in or a letter may be written with their complaint at below mentioned address:

Control Wealth Advisers
146-C, First Floor, Hastsal, Uttam Nagar
New Delhi, Delhi, 110059
 - c. If the complaint is not resolved by Principal Officer within a period of 15 working days from the date of such issues first being raised at the Step b, or if the customer is not satisfied with grievance redressal, client can lodge his/her grievance with SEBI at <http://scores.gov.in> or client may also write to any of the offices of SEBI. SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from below link:
<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>
 - d. 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/>