

Grievance Redressal Mechanism



In case of non-resolution within mentioned timeframes, client to initiate resolution via the following:

	Role	Time	Response	Contact Details	Escalation
Level 1	Founder, Research Lab	Respond in 2 business days	Provide quick fix and basic trouble shooting related to accessing research reports	poulomi@research-lab.in 9845230782	Escalate to Level 2 if unresolved in 2 business days
Level 2	Founder, Research Lab	Respond in 5 business days	Provide work-related clarification and make changes if necessary Communicate changes to relevant stakeholders	poulomi@research-lab.in 9845230782	Escalate to SEBI Scores or ODR site if unresolved in 5 business days

External escalation portals

ODR Portal: <https://smartodr.in/login>

SEBI SCORES Portal: <https://scores.sebi.gov.in/>

Physical Complaints

Investors may send their complaints to:

Office of Investor Assistance and Education,

Securities and Exchange Board of India, SEBI

Bhavan, Plot No. C4-A, 'G' Block, Bandra-Kurla

Complex, Sandra (E),

Mumbai - 400 051