

Grievance Redressal Process

- Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent at compliance@falconphase.com
- Alternatively, the Investor may call on +91 - 9755735326.
- A letter may also be written with their query/complaint and posted at the below mentioned address: [updates on website](#)
- The client can expect a reply within 21 days of approaching the Research Analyst.
- In case client is not satisfied with our response they can lodge grievance with SEBI at <http://scores.gov.in> or may also write to the office of SEBI.
- After exhausting the above options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, they can initiate dispute resolution through the ODR Portal.
- For more details about the ODR mechanism, fees, timelines etc., you may read the master circular released by SEBI titled: "Online Resolution of Disputes in the Indian Securities Market" available at the following link: https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html.
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