
Grievance Redressal Policy by Front Wave Research LLP

SEBI-Registered Research Analyst (Registration No. INH000018407)

At **Front Wave Research LLP**, we are committed to addressing investor grievances promptly and effectively. This policy outlines the steps for grievance redressal in compliance with SEBI regulations.

Objective

To ensure timely and transparent resolution of grievances, thereby fostering investor trust and confidence in our services

Steps for Grievance Resolution

Step 1: Submission of Grievance

Investors can lodge grievances through any of the following modes:

- **Email:** support@frontwaveresearch.com
- **Phone:** 9136990471
- **In Writing:** Submit a written complaint to our office at Front Wave Research LLP, 214/215, Sagar Avenue, Above ICICI Bank, S.V. Road, Andheri West, Mumbai – 400058.

Required Information:

- Full Name
 - Contact Details (Phone, Email)
 - Brief Description of the Grievance
 - Relevant Documents (if applicable)
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Step 2: Acknowledgement of Grievance

- Upon receiving the grievance, we will acknowledge receipt within **3 working days**.
 - A unique complaint reference number will be issued for tracking purposes.
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Front Wave Research LLP

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Step 3: Review and Resolution

- The grievance will be reviewed by our **Compliance Officer**.
- We aim to resolve grievances in within **15-30 working days** from the date of receipt, depending on the nature of the complaint.

If Additional Information is Required:

- The investor will be informed promptly.
- Resolution time may be extended by **7 working days**, subject to investor consent.

Step 4: Resolution Communication

- A written response will be shared via email or post.
- The response will include:
 - Steps taken to resolve the grievance
 - Explanation if the grievance is rejected or unresolved

Step 5: Escalation to SEBI

If the investor is unsatisfied with our resolution, they can escalate the grievance to SEBI through the **SCORES (SEBI Complaints Redress System)** portal:

- **Website:** <https://scores.sebi.gov.in/>

Contact Details for Grievance Submission

Compliance Officer

- **Name:** Kayan Irani
- **Phone:** 9136990471
- **Email:** support@frontwaveresearch.com
- **Office Address:** Front Wave Research LLP, 214/215, Sagar Avenue, Above ICICI Bank, S.V. Road, Andheri West, Mumbai - 400058

Investor Responsibilities

1. Provide accurate and complete details while lodging grievances.

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2. Respond promptly to requests for additional information or documentation.
3. Maintain the unique complaint reference number for future reference.

Disclaimer

Front Wave Research LLP endeavours to resolve all grievances in good faith and within the stipulated timelines. However, the resolution process may vary depending on the complexity of the grievance and the availability of supporting information.

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