

# Complaint Handling and Grievance Redressal Policy

**Policy Owner:** Compliance Officer

**Effective Date:** April 1, 2025

**Last Reviewed:** March 26, 2025

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## 1. Objective

This policy outlines the framework for handling complaints and grievances received by Airavat Investment Managers IFSC LLP ("the Firm"), ensuring fair, transparent, and prompt resolution in compliance with the International Financial Services Centres Authority (IFSCA) Circular dated December 2, 2024.

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## 2. Scope

This policy applies to all complaints received from clients, investors, and other stakeholders regarding services offered by the firm under its operations within the International Financial Services Centre (IFSC). It excludes complaints from group entities or other entities not governed by the IFSCA.

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## 3. Definitions

- **Complaint:** Any written or electronic communication expressing dissatisfaction regarding the Firm's services, except matters explicitly excluded under Schedule-I of the IFSCA circular.
  - **Complainant:** Any individual or entity raising a complaint.
  - **Complaint Redressal Officer (CRO):** Designated officer responsible for handling complaints. Kashyap Patel, who is the Fund operations and compliance manager of the firm is assigned as the CRO.
  - **Complaint Redressal Appellate Officer (CRAO):** Senior officer responsible for handling appeals against CRO decisions. Ashutosh Desai, who is the Principle officer of the firm is appointed as CRAO.
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## 4. Policy Statement

Airavat Investment Managers IFSC LLP is committed to resolving complaints promptly, ensuring all stakeholders are treated with fairness, respect, and transparency. The Firm recognizes the importance of maintaining trust and adhering to regulatory standards.

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## 5. Complaint Handling Process

### 5.1 Complaint Submission

- Complaints may be submitted via:
  - Email: - ir@airavatcap.com
  - Postal Address:  
Airavat Investment Managers IFSC LLP

Unit GB-07, Seat 1-4, Ground Floor,  
Pragya Accelerator, Block No. 15,  
Zone 1, Road – 11, Processing Area GIFT SEZ,  
Gift City, Gandhinagar,  
Gujarat - 382355

- The following link outlines the complaint handling and grievance redressal mechanism followed by the firm - <https://airavatcap.com/regulatory-disclosure/>

## 5.2 Acknowledgment

- All complaints will be acknowledged by the CRO within **3 working days** of receipt, providing a unique complaint reference number.
- The CRO will keep the partners of the Firm informed of all the complaints as and when the complaint is raised.

## 5.3 Resolution Timeline

- **Resolution Timeframe:** Complaints will be resolved preferably within **15 days** and no later than **30 days** from the date of acknowledgment. The response will be sent only after intimation to the partners of the Firm.
- **Communication:** The complainant will receive a written response detailing the resolution or reasons for rejection.

## 5.4 Appeal Mechanism

- **Filing an Appeal:** Dissatisfied complainants may appeal to the CRAO within **21 days** of receiving the CRO's decision by sending the mail to [fundadmin@airavatcap.com](mailto:fundadmin@airavatcap.com) or sending the letter to the address mentioned in point 5.1 above.
- **Resolution Timeline:** The CRAO will resolve appeals within **30 days** of receipt. The response will be sent only after the approval of the partners of the Firm.

## 5.5 Escalation to IFSCA

- If dissatisfied after exhausting internal mechanisms, complainants may escalate their concerns to the IFSCA at [grievance-redressal@ifsca.gov.in](mailto:grievance-redressal@ifsca.gov.in) within **21 days** of the CRAO's decision.

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## 6. Roles and Responsibilities

### 6.1 Complaint Redressal Officer (CRO)

- Ensure timely acknowledgment and resolution of complaints.
- Maintain accurate records of all complaints and resolutions.
- Liaise with relevant departments for effective resolution.
- Keep the partners of the Firm informed on all the complaints that are raised.

### 6.2 Complaint Redressal Appellate Officer (CRAO)

- Review appeals impartially and ensure fair decisions.
- Provide detailed responses to appellants within stipulated timelines.
- Keep the partners of the Firm informed on all the complaints that are raised.

### **6.3 Compliance Officer**

- Monitor adherence to this policy.
  - Report complaint trends and outcomes to the partners of the Firm annually.
  - Ensure the Firm's website prominently displays contact details of the CRO and CRAO.
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### **7. Record Maintenance and Reporting**

- Records of complaints and resolutions will be maintained for a minimum of **5 years**.
  - Quarterly reports on complaint handling will be submitted to the partners of the Firm.
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### **8. Policy Review**

This policy will be reviewed annually or as required to ensure continued compliance with regulatory standards and alignment with the Firm's operational needs.

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### **9. Non-Compliance**

Non-compliance with this policy will be addressed as per the Firm's disciplinary framework and may result in regulatory actions as per IFSCA guidelines.

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### **10. Approval**

Approved by: Suraj Subramaniam, Chief Compliance Officer  
Approval Date: March 26, 2025