



## **GRIEVANCE REDRESSAL**

Bowhead is committed to addressing all complaints and grievances related to its services in a timely and effective manner. We understand the importance of promptly resolving customer concerns to ensure exceptional customer service.

For the timely and proper redressal of Investor's complaints and grievances, Bowhead shall have the following *Grievance Redressal and Dispute Handling Mechanism* in place:

**First Point of Contact:** Bowhead has appointed Prashant Gushainlal Bohra (Compliance Officer for Bowhead Focussed Fund and Principal Officer for Bowhead Investment Advisors Private Limited) as a first point of contact for the redressal of investor complaints. The investors may reach out on the below mentioned contact details for raising their grievances.



+91-124-6688290 / +91-7021050131



[compliance@bowheadindia.com](mailto:compliance@bowheadindia.com)



Unit no 63-65, The Executive centre, One horizon centre, Golf Course Road, Sector 54,  
Gurgaon Haryana- 122002.

Bowhead shall endeavour to resolve the investor complaint(s) within 21 (twenty-one) calendar days from the date of receipt of the complaint.

**First Escalation of Complaint:** Should the investor remain dissatisfied with the resolution offered or the response provided by the first point of contact at Bowhead, the Investor can contact the Director of Bowhead on the below mentioned contact details.



+91-124-6688286



[sonaal@bowheadindia.com](mailto:sonaal@bowheadindia.com)

### **Further Escalation of Complaint**

Should the investor remain dissatisfied with the resolution offered, or the response provided by the Director of Bowhead, the investor can register or lodge their grievance with SEBI through the online portal SCORES (SEBI COMPLAINTS REDRESS SYSTEM). The link to access SCORES is <https://scores.sebi.gov.in/>. SCORES facilitates investors to lodge complaints online with SEBI and subsequently view their status.

If the investor remains dissatisfied with the resolution provided through Scores platform, they can initiate dispute resolution through the Online Dispute Resolution Portal (ODR).

Alternatively, the client can directly initiate dispute resolution through the ODR Portal if the grievance lodged with Bowhead is not satisfactorily resolved at the first or any subsequent stage of escalations mentioned above.

The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration on the SEBI SCOREs platform or not pending before any arbitral process, court, tribunal or consumer forum or is non-arbitrable in terms of Indian law.