

Grievance Redressal Mechanism (for Accessibility Issues)

Grievance Redressal Mechanism – Accessibility Compliance (SEBI Circular dated July 31, 2025)

In compliance with the SEBI circular, Right Returns Financial Planning LLP has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. Dedicated Channels

- Email: accessibility@rightreturns.com
- Helpline: 022 66627769 (operational Mon–Fri, 9:00 AM – 6:00 PM)

2. Process

- All accessibility-related grievances will be acknowledged within 2 working days.
- Resolution/response will be provided within 15 working days.
- Complex issues requiring longer timelines will be communicated clearly to the complainant.

3. Escalation Matrix

- Level 1:
Nodal Officer: Mrs. Jyotsna Dudy
Email: jyotsna@rightreturns.com
Contact: +91 75060 48307
- Level 2:
Principal Officer: Mr. Devang Shah
Email: devang@rightreturns.com,
Contact: +91 9820106947