

## Grievance Redressal Process

At **Trending Training & Trading**, we understand that exceptional investor service is crucial for our sustained business growth. To ensure that our investors receive outstanding service across all touchpoints, we have established a structured grievance redressal framework. Prompt and efficient handling of investor queries and complaints is essential for maintaining and enhancing our relationships, particularly as we operate under a Direct-to-Investor model in complaint/query handling. This policy outlines our approach to addressing grievances and includes a review mechanism to prevent similar issues in the future.

### Grievance Redressal Principles

1. **Fair Treatment:** Investors will be treated fairly at all times.
2. **Timely and Courteous Handling:** Complaints and queries raised by investors will be addressed with courtesy and in a timely manner.
3. **Efficient and Fair Resolution:** Queries and complaints will be handled efficiently and fairly.

Our research analysts and employees are committed to working in good faith and without prejudice, prioritizing the interests of our investors.

### Grievance Redressal Mechanism

Designation	Contact Person Name	Address	Contact No.	Email ID
Customer Care	Krishnakumar Malu	Plot no 54, Manakratan Nagar, Jalana, Maharashtra, 431203	9422893394	krishna.malu.ksm@gmail.com
Head of Customer Care	Krishnakumar Malu	Plot no 54, Manakratan Nagar, Jalana, Maharashtra, 431203	9422893394	krishna.malu.ksm@gmail.com
Compliance Officer	Krishnakumar Malu	Plot no 54, Manakratan Nagar, Jalana, Maharashtra, 431203	9422893394	krishna.malu.ksm@gmail.com
CEO	Krishnakumar Malu	Plot no 54, Manakratan Nagar, Jalana, Maharashtra, 431203	9422893394	krishna.malu.ksm@gmail.com
Principal Officer	Krishnakumar Malu	Plot no 54, Manakratan Nagar, Jalana, Maharashtra, 431203	9422893394	krishna.malu.ksm@gmail.com

If an investor experiences a deficiency in service, such as inadequate explanations, clarifications, or unsatisfactory delivery standards, they are encouraged to raise a grievance. This may be due to a lack of facilities or an unsatisfactory attitude from staff. Investors can seek clarification or submit a complaint using the following methods:

1. **Email:** Send an email with your query or complaint to [krishna.malu.ksm@gmail.com](mailto:krishna.malu.ksm@gmail.com).
2. **Phone:** Call +91 9422893394 to speak directly with a Compliance Officer.
3. **Postal Mail:** Write a letter with your query or complaint and send it to: Plot no 54, Manakratan Nagar, Jalana, Maharashtra, 431203, India

If an investor has a grievance or complaint, they should first approach the concerned research analyst and ensure that the issue is resolved within **07 days**. Should the complaint not be satisfactorily addressed, the investor has the option to escalate the matter by lodging a complaint with the Securities and Exchange Board of India (SEBI) via the SEBI Complaints Redress System (SCORES) portal: [SCORES Portal](#).

SCORES is a centralized, web-based system designed for the redressal of complaints. It allows investors to track the status of their complaints and ensures that SEBI takes up these issues with the relevant intermediary for timely resolution.

For physical complaints, investors may send their grievances to:

**Office of Investor Assistance and Education  
Securities and Exchange Board of India (SEBI)**

SEBI Bhavan, Plot No. C4-A, 'G' Block  
Bandra-Kurla Complex  
Bandra (E), Mumbai - 400 051

## Responsibilities of Investors

Investors are expected to:

1. **Approach the Concerned Analyst:** First, address any grievances with the research analyst or intermediary directly and allow **07 days** for resolution.
2. **Use SEBI SCORES Portal:** If the issue remains unresolved, utilize the SEBI SCORES portal [SCORES Portal](#) to lodge a complaint and track its status.
3. **Submit Physical Complaints if Necessary:** For complaints that require physical submission, send them to the Office of Investor Assistance and Education at SEBI's Mumbai office.
4. **Ensure Accurate Information:** Provide all necessary details and documentation to facilitate a prompt and effective resolution of the complaint.

By following these steps, investors can help ensure that their grievances are addressed in a timely and efficient manner.



 Plot no 54, Manakratan Nagar, Jalana,  
Maharashtra, 431203  
 [krishna.malu.ksm@gmail.com](mailto:krishna.malu.ksm@gmail.com)  
 9422893394  
**Research Analyst :Krishnakumar Malu**  
**INH000010380**

At **Trending Training & Trading**, we are dedicated to resolving grievances efficiently and maintaining a high standard of service for all our investors.

Thanks and Regards:

KRISHNAKUMAR SHRIRANG MALU,  
SEBI Registered Research Analyst  
SEBI Reg No. : INH000010380  
BSE Enlistment No: 5635

