

Policy for Handling Investor Grievances

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At ESGRisk.ai we are committed to serve our subscribers, investors and other stakeholders who depend on our ratings and opinion. Our practices and policies are in alignment with the regulations and is strictly adhered to in our day-to-day operations. Still in case you wish to raise any concern or share any grievances you can write to us.

Anonymous complaints / grievances: ESGRisk.ai takes note of complaints / grievances sent anonymously. However, ESGRisk.ai will seek identity details from the sender of anonymous complaint/grievance. This is to establish the intent and locus standii of the sender and also to eliminate complaints that are frivolous in nature and those with mala-fide intent. ESGRisk.ai will engage in correspondence with the sender of anonymous complaint/ grievance only once the sender discloses, in confidence, his/ her identity.

E-mail: grievances@esgrisk.ai

1. Types of Investor Grievances Considered: Investor grievances may include, but are not limited to:
 - Queries regarding the methodology used to assign ratings.
 - Discrepancies between ESGRisk.ai's rating and the rated entity's public disclosures.
 - Allegations of conflict of interest in the rating process.
 - Concerns regarding timeliness or updates to ESG ratings.
2. The Compliance Officer will review the grievance and determine whether it requires an internal review, clarification, or further investigation. If required, the grievance will be escalated to the Chief Rating Officer for resolution.
3. Confidentiality & Compliance:
 - ESGRisk.ai ensures that all investor grievances are handled with confidentiality and impartiality.

The grievance resolution process shall be fully compliant with SEBI regulations and other applicable laws.