Complaint Handling & Grievance Redressal

DT Investment Management IFSC LLP | LLPIN: ACK-2615

Apr-2025

We are committed to addressing every investor concern fairly, promptly, and transparently — in accordance with the IFSCA Circular on Complaint Handling and Grievance Redressal (December 2024, effective January 15, 2025).

Our Grievance Redressal Officers

The following officers have been designated in accordance with the IFSCA Circular:

	Complaint Redressal Officer (CRO)	Complaint Redressal Appellate Officer (CRAO)
Name	Ms. Deepika Jain, Compliance Officer	Mr. Jay Thakkar, Designated Partner
Email	**deepika.jain@dt-fund.in**	**jay.thakkar@dt-fund.in**
Role	First point of contact for all complaints	Hears appeals against CRO decisions

How to Lodge a Complaint

Investors may reach us by any of the following modes:

- Email to deepika.jain@dt-fund.in (recommended — from registered email address); or
- Written letter by registered post, or hand-delivered to the registered office with proper acknowledgement of receipt by the Compliance Officer.

On receipt of a complaint, the CRO will assess its merits and respond in writing — either acknowledging acceptance or informing the investor with reasons for non-acceptance.

All complaints are examined and processed in a fair, transparent, professional, and impartial manner. The Firm endeavours to respond to and resolve complaints at the earliest, on a case-by-case basis depending on the nature and complexity of each complaint. In case of rejection, written reasons will be provided.

Not Satisfied? Escalation Options

1	If not satisfied with the CRO's resolution, the investor may appeal to the CRAO — Mr. Jay Thakkar (jay.thakkar@dt-fund.in) — in writing. The CRAO will review the appeal and respond in writing.
2	If still unresolved after the CRAO's decision, the investor may escalate to IFSCA at grievance-redressal@ifsca.gov.in or www.ifsca.gov.in.

Matters Not Treated as Complaints

In line with the IFSCA framework, the following are not treated as complaints:

- Anonymous submissions (except whistleblower complaints)
- Incomplete or unspecific allegations, or allegations without supporting documents
- Suggestions or requests for guidance or information
- Matters unrelated to financial products or services provided by the Firm
- Complaints about unregistered or unregulated activities

Issued pursuant to IFSCA Circular No. IFSCA-LPRA/3/2024-Legal and Regulatory Affairs dated December 02, 2024. | If any conflict arises between this Policy and applicable IFSCA Regulations or Circulars, the latter shall prevail.