Grievance Policy

Version 3 | Effective date: 11 November 2026. Sachin Ramchandra Naik, trading as Intliri Academy. SEBI Registered Research Analyst, Registration No. INH000021119 | RAASB (BSE) Enlistment No. 6570.

1. Introduction

Intliri Academy is committed to fair, open and timely handling of every complaint. This policy explains how to raise a complaint, what we do with it, how long we take, and where you can go if you are not satisfied.

2. Who this policy is for, and what it covers

This policy is for everyone we serve: clients who receive our research services, whether they pay for them or receive them free as students of our learning programmes, and students and users of our learning programmes, website and compliance portal.

It covers complaints about:

- Our research services: research recommendations, reports and how they are delivered, conflicts of interest, our conduct, fees and refunds for research services, onboarding, KYC, and the handling of your records.
- Our learning programmes and website: access to courses, login problems, video playback, payment failures, double charges, refund requests for programmes, course content and delivery.
- Our customer service: slow replies or delays in resolving a complaint.

3. How to raise a complaint

You can reach us in any of these ways:

- Email: support@intliriacademy.com
- Phone or WhatsApp: +91 8483829386
- Complaints form: https://www.intliriacademy.in/complaints
- In writing: Intliri Academy, 28, Jyotiba Colony, By Pass Road, Near Shanti Nagar, Amravati - 444 606

Please tell us your name, your registered email and mobile number, what happened and when, and what you would like us to do. There is no charge for making a complaint.

4. What we do, and how long we take

- Reading your message: we read every message sent through the complaints form. If it is a complaint, we register it, acknowledge it and handle it as set out here. If we find it is an enquiry and not a complaint, we will tell you so and answer it.

- Acknowledgment: we acknowledge every complaint within 48 working hours of receiving it, and give you a complaint number.
- Resolution: we resolve it within 21 calendar days from the date we receive it, as SEBI requires (Regulation 26B), and tell you the outcome in writing, with our reasons.
- Records: we record every complaint in our complaints register and keep the register for at least five years, as SEBI requires. We publish complaint data on our website as SEBI requires.

5. Escalation

Level 1. Our support team: support@intliriacademy.com, +91 8483829386, or the complaints form.

Level 2. The Grievance Officer. If your complaint is not resolved to your satisfaction, or not resolved within 21 calendar days, write to the Grievance Officer, Sachin Naik, at sachin@intliriacademy.com.

Level 3. SEBI SCORES. If you are not satisfied with our reply, or you do not receive one in time, and your complaint is about our research services, you can complain to SEBI through its SCORES platform at https://scores.sebi.gov.in.

Level 4. Online Dispute Resolution. If you are not satisfied with our resolution or with the outcome through SCORES, you can use the Smart ODR portal at https://smartodr.in.

SCORES and Smart ODR are for complaints about our research services. Complaints about our learning programmes end with the Grievance Officer.

6. Complaints about your personal data

Requests and complaints about your personal data (to see, correct or erase it, withdraw consent, or report a misuse) are handled as set out in our Privacy Policy, section 12, including its 30-day timeline and your right to complain to the Data Protection Board of India. They follow the same first step: write to support@intliriacademy.com.

7. Refunds and cancellation

For students who receive research services free. We charge no fee for the research services we provide to students of our learning programmes, so there is no research-service fee to refund. Fees you pay for a learning programme are for the programme only, and are governed by the programme's own terms and our Refund Policy on the website.

For clients who pay for research services. Fees may be taken in advance only for the period SEBI allows (currently one quarter). If the services end early, whether you or we end them, you are entitled to a refund of the fee for the unexpired period only. Fees are paid only by the modes SEBI permits, and never in cash. The details are in your agreement and in the Most Important Terms and Conditions (MITC).

If you disagree with a refund decision, you can complain under this policy.

We cannot guarantee returns, profits or the accuracy of any research recommendation, as the MITC explains.

8. The Grievance Officer

For escalations and compliance matters:

- Name: Sachin Naik (Sachin Ramchandra Naik)
- Email: sachin@intliriacademy.com
- Phone: +91 8483829386
- Address: 28, Jyotiba Colony, By Pass Road, Near Shanti Nagar, Amravati - 444 606
- Hours: Monday to Friday, 10 AM to 6 PM

9. Compliance with regulations

This policy follows the SEBI (Research Analysts) Regulations, 2014, SEBI's circulars including the Investor Charter for Research Analysts, the Information Technology Act, 2000, and the Digital Personal Data Protection Act, 2023. We handle every complaint fairly and in confidence.

10. Changes to this policy

We will give at least 15 days' notice of any change to this policy to existing clients, by email or another suitable mode that can be kept as a record. The updated policy is posted on our website, and earlier versions are kept on record.

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