

Client Escalation Policy  
Version 8



**Document Information**

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<b>Owned by</b>	Boopathi
<b>Governed by</b>	Mr.Udaya Bhaskar Reddy

**Revision History**

Version No	Version Date	Details of Change
1	29-Nov-2018	Initially Drafted
2	10-Dec-2018	Final
3	04-Dec-2020	Reviewed and no change
4	03-Dec-2021	Reviewed and no change
5	04-Mar-2022	Updated document information
6	02-Mar-2023	Reviewed and no change
7	05-Nov-2024	Reviewed and no change
8	23-Mar-2025	Updated the document details as per migration from ISO 27001:2013 to ISO27001:2022

**Reviewer & Approver**

Name	Title	Comments	Date
Mr.Udaya Bhaskar Reddy	Co-Founder & CTO	Approved	24-Mar-2025

**Contents**

Purpose4  
OurPoilicy4  
Procedure4  
Escalation Process 4

## ***Purpose***

This document describes the procedure that Rezolve.ai follows to escalate issues or matters related to projects and services provided by Rezolve.ai to its clients.

## ***Our Policy***

Rezolve.ai is committed to providing a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.

We aim to:

- Ensure everyone knows how to contact us to make a complaint.
- Make sure all employees at Rezolve.ai understand what to do if a complaint is received.
- Ensure all complaints are investigated fairly and in a timely manner.
- Resolve complaints wherever possible and repair client relationships.
- Gather information from complaints to help improve what we do.

All complaint information will be handled sensitively, informing only those who need to know and in compliance with data protection requirements.

## ***Procedure***

When a complaint is received—whether by email, in writing, over the phone, or in person—the person receiving the complaint should:

1. Write down the facts of the complaint.
2. Record the complainant's name, address, and telephone number.
3. Note down the relationship of the complainant to Rezolve.ai.
4. Inform the complainant that Rezolve.ai has a complaint procedure.
5. Explain what will happen next and how long the process is expected to take.
6. Where appropriate, ask the complainant to send a written account by email, so the complaint is recorded in their own words.

## ***Escalation Process***

The purpose of this escalation process is to ensure clarity on:

- The steps involved
- Who is responsible at each step
- Tasks and expected response times

### **Level 1**

Any project-related matter or issue must first be escalated by emailing the **Customer Success Team**. If there is no response within 48 hours, the client should send a reminder.

- **Email:** CSMDesk@rezolve.ai

### **Level 2**

If there is still no response after the reminder, the client may directly contact:

- **Diana Ramirez (Customer Success Director)**

- **Email:** diana.ramirez@rezolve.ai
- **Phone:** +1 (415) 971-7663

### **Level 3**

If there is still no response from the Customer Success Director—even after a reminder and phone call—the client may escalate the issue to:

- **Mr. Saurabh Kumar (CEO)**
- **Email:** saurabh.kumar@rezolve.ai
- **Phone:** +1 (415) 254-2699
- OR
- **Mr. Manish Sharma (CRO)**
- **Email:** manish.sharma@rezolve.ai
- **Phone:** +1 (415) 254-2699

### *Review*

**Next review cycle:** March 2026

Management may review and revise this policy at any time, based on organizational needs or circumstances.

**Note:** *All documents related to policies and procedures—any reference to Actionable Science is as good as Rezolve.ai.*