



Document Information

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Governed by	Mr.Udaya Bhaskar Reddy

Revision History

Version No	Version Date	Details of Change
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9	08-May-2026	Reviewed and no change

Reviewer and Approver

Name	Title	Comments	Date
Mr. Udaya Bhaskar Reddy	Co-Founder & CTO	Approved	08-May-2026

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1 Purpose

Any unpleasant or inequitable experience due to any form of harassment or discrimination or unethical or unprofessional or unfair treatment would constitute grievance. Rezolve.ai is committed to address any discontent or concern of its employees during the tenure with the organisation. We encourage Employees to disclose and express such experience to take appropriate action and ensure healthy work environment.

This policy also addresses the means for the Clients of Rezolve.ai to file complaints and reach a resolution. The conditions for expressing a grievance are defined as dissatisfaction with decisions concerning the client and/or services provided to the client. Clients have the right to file a complaint or grievance without interference or fear of retaliation.

2 Grievances for Employees

This Policy refers to all employees of the Company regardless of their position and status.

Employees can file grievance for any of the following:

- Work-place Harassment
- Discrimination
- Health and Safety
- Supervisor Behaviors
- Adverse change in Employment Decisions
- Engagement/Product related

3 Procedure

1. Grievance Submission

A written grievance must be submitted to the Human Resources (HR) department and should include:

- A detailed description of the issue along with any relevant evidence or documentation
- The desired outcome or resolution

2. Acknowledgment

HR will acknowledge receipt of the grievance in writing within [7] business days.

HR will provide a copy of the grievance to the employee's supervisor or manager, unless the grievance is against them.

3. Investigation

3.1 Appointment of Investigator

HR will assign an impartial investigator to review the grievance.

The investigator may be an internal HR representative or an external consultant, depending on the nature of the grievance.

3.2 Investigation Process

The investigator will conduct a thorough investigation, which may include:

- Interviews with the employee raising the grievance
- Interviews with other relevant parties (e.g., witnesses, supervisors)
- Review of relevant documents and evidence

The investigation will be completed within [20] business days, where feasible.

4 Meeting

A meeting will be scheduled with the employee who raised the grievance to discuss the findings of the investigation.

5 Decision

After considering all the information, the investigator will make a decision regarding the grievance.

The decision will be communicated to the employee in writing, including any actions to be taken to address the issue.

The decision will be made ge

within [30] business days following the conclusion of the investigation.

6 Appeal

6.1 Submission

If the employee is not satisfied with the decision, they have the right to appeal.

The appeal must be submitted in writing to HR within [3] business days of receiving the decision. The appeal should explain why the employee disagrees with the initial decision.

6.2 Appeal Hearing

HR will arrange an appeal hearing with a different impartial investigator or a panel.

The appeal hearing will be conducted within [7] business days of receiving the appeal.

6.3 Final Decision

The outcome of the appeal will be communicated to the employee in writing.

The decision made at the appeal stage is final.

7 Follow-Up

HR will ensure that any agreed-upon actions are implemented.

The situation will be monitored to ensure the resolution is effective and to prevent recurrence.

8 Confidentiality

All grievances and related documentation will be kept confidential.

Information will only be shared with those directly involved in the grievance process.

11 Documentation

Detailed records of all grievances, investigations, decisions, and actions will be maintained by HR. Records will be kept in accordance with company policy and legal requirements.

12 Non-Retaliation

Employees raising grievances in good faith will not face retaliation or adverse consequences. Any form of retaliation will be subject to disciplinary action.

13 Review

This grievance procedure will be reviewed periodically to ensure its effectiveness and compliance with legal standards.

Employees will be informed of any changes to the procedure.

4 Customer Grievances/Complaints

This document sets out the Rezolve.ai policy and procedures for dealing with customer grievances/complaints.

We are committed to providing quality services for our customers and continuously seeking ways in which we can improve the level of our business services that our assignees, customers receive. It is very important for us to ensure that our customers are happy with our services. We value our customers.

Therefore, it is imperative that we deal appropriately, fairly and professionally with customers who may have raised issues relating to our services or our business, whether their complaint is justified or not.

Adopting a pro-active and positive approach to complaints handling will increase customer confidence in our services.

Contributing to this objective is the way we handle grievances/complaints. We also conduct reviews of complaints received and the outcomes of those complaints. Investigating complaints can provide useful insight into the suitability and appropriateness of our internal operating policies and procedures, ensuring they are in line with our customers' expectations.

If you are not satisfied with any aspect of our service, we would like you to tell us your concerns to enable us to address them.

You can contact us by e-mail: info@rezolve.ai

Upon receipt of your complaint, we will do our best to resolve in the shortest possible period.

We will send you an acknowledgement of receipt of your complaint and let you know who is dealing with it. We will reply to you (or call you if you prefer) within 10 business days to let you know what action we plan to take and give you an estimate of the date by which we expect our investigation to be complete.

5 Responses to a Grievance

Employees:

Once we have received your grievance, we will provide you with a written response. If you are dissatisfied with our response, you have the right to ask for reconsideration of the response from the Grievance officer, Mr. Udaya Bhaskar Reddy. Such a request should be made in writing and forwarded by e-mail @ ub@rezolve.ai.

Customers:

Once we have received your grievance, we will provide you with a written response. If you are dissatisfied with our response, you have the right to ask for reconsideration of the response from the Grievance officer, Mr. Saurabh Kumar. Such a request should be made in writing and forwarded by e-mail @ saurabh@rezolve.ai.

NOTE – Next review cycle for this policy is March-2027. Management can review policy any time and can make changes depending on the situation.

- All documents related to policies and procedures – any reference to Actionable Science is as good as Rezolve.ai.