



VENTIVE HOSPITALITY LIMITED

(Formerly known as “Ventive Hospitality Private Limited”
and “ICC Realty (India) Private Limited”)

GRIEVANCE REDRESSAL POLICY – EXTERNAL

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1. Introduction

At Ventive, we place a strong emphasis on transparency, fairness, and stakeholder engagement. This policy reflects our commitment to efficiently addressing and resolving complaints from customers and external stakeholders through a systematic approach. By ensuring every concern is handled with respect and resolved promptly, we aim to maintain high standards of service and foster trust and satisfaction among our stakeholders.

Objective

The Consumer & External Stakeholders Grievance Redressal Mechanism is designed to provide exceptional support while adhering to applicable government regulations and guidelines. Key objectives include:

- Ensuring uniform, impartial, and respectful treatment for all consumers and external stakeholders.
- Promptly handling and resolving complaints to build trust and satisfaction.

Scope

This policy applies to all external stakeholders of Ventive, including but not limited to:

- Customers
- Business partners
- Vendors
- Contractors
- Other third-party entities interacting with the organisation

The policy ensures that any grievances related to Ventive's operations, services, or interactions are addressed fairly and promptly. Complaints may range from service delivery issues to concerns about quality, contractual matters, or any other legitimate stakeholder concern.

2. Defined Terms

Term	Description
Stakeholders	Individuals or entities, including customers, vendors, business partners, and third-party entities.

Grievance	A complaint or concern was raised regarding Ventive's services, operations, or business interactions.
Grievance Committee	A designated team is responsible for receiving, investigating, and resolving grievances.

3. Responsibility

Various stakeholders hold a critical place in the effective resolution of the grievance redressal process, with the following covering the majority of the stakeholders and their responsibilities,

Complaints Committee:

- Investigate grievances promptly and impartially.
- Maintain communication with complainants to provide updates on the resolution process.
- Ensure resolutions are aligned with Ventive's commitment to transparency and fairness.

Chief Executive Officer (CEO):

- Appoint the Complaints Committee and review its annual performance.
- Address escalations as part of Level 2 grievance resolution.

External Stakeholders:

- Submit grievances with relevant details promptly.
- Cooperate in the resolution process to facilitate effective outcomes.

4. Procedure

a. Acknowledgement and Tracking of Complaints

The Grievance Committee receives a monthly Grievance MIS report to ensure accountability. All complaints are acknowledged and meticulously tracked, ensuring comprehensive, end-to-end resolution.

b. Grievance Committee

Within 15 days of this policy's approval, the Chief Executive Officer (CEO) will appoint a Complaints Committee comprising four members.

The committee's composition will reflect diversity, with consideration for gender representation and a cross-section of highly competent employees.

Membership of the Complaints Committee will be reviewed and refreshed annually.

5. Guidelines

a. Raising a Grievance or Complaint

To maintain transparency and confidentiality, grievances or complaints can be submitted to: cs@ventivehospitality.com

b. Time Frame for Resolution

Level 1:

The following timelines apply to address and resolve grievances:

- Acknowledgement: Complaints will be acknowledged within 48 business hours of receipt by the Complaints Committee.
- General Issues: Resolved within 5–7 business days.
- Quality or Damage-Related Issues: Addressed within 15 business days.
- Third-Party Involvement (e.g., courier partners, banks): Resolved within 15 business days.
- Regulatory Complaints: Resolutions will adhere to the deadlines set by regulators. If an extension is required, the regulator will be notified, and an anticipated resolution timeline will be provided.

If issues remain unresolved within the specified timeframe or stakeholders are dissatisfied with the resolution, they may escalate the matter to Level 2:

Level 2:

Chief Executive Officer (CEO)

Email: ranjit@ventivehospitality.com

6. Decision and Confidentiality

- The Complaints Committee's decisions are final within the grievance resolution process.
- Stakeholders retain the right to express further dissatisfaction, which will be addressed per the established grievance procedure.
- A written declaration of the Committee's decision will be provided to the complainant within 10 days of concluding the grievance process.