At **[Your Company Name]**, we are committed to delivering innovative solutions for patent monetization and IP-related services. Our platform acts as a trusted marketplace connecting patent owners with potential buyers, enabling seamless IP transactions, licensing agreements, and monetization strategies.

We prioritize the satisfaction of all users on our platform, including **Patent Owners** seeking to list and monetize their IP, and **Buyers** exploring IP acquisition opportunities. Our objective is to provide a seamless, ethical, and transparent experience for all stakeholders, ensuring that all concerns are addressed fairly and efficiently.

We recognize that concerns or grievances may arise from the use of our platform or related services. We are committed to resolving them promptly and effectively. Users can raise grievances through the following steps:

**3.1 Contact Customer Support**

For any concern, you are encouraged to first contact our **Customer Support Team**:

* **Email:** [Customer Support Email Address]
* **Phone:** [Customer Support Phone Number]
* **Working Hours:** [Specify Hours]

Our support team will assist you in resolving your concern at the earliest.

If your concern is not resolved through customer support, you can submit a formal grievance:

You may email your grievance to **[Grievance Email Address]** with the subject line **“Grievance - [Your Name]”**. Include all relevant details and attachments to facilitate a thorough review.

Upon receipt, your grievance will be:

* Acknowledged within 24 hours with a unique reference number for tracking.
* Investigated by our team to understand the nature of the grievance.
* Addressed and resolved within 3 to 5 business days, depending on the complexity of the issue and the involvement of patent owners, buyers, or third-party service providers.

If you are not satisfied with the initial resolution, you may escalate the grievance to a higher authority:

* **Email:** [Escalation Email Address]
* **Subject Line:** **“Escalation - Grievance [Reference Number]”**
* **Authority:** [Name & Designation of Appellate Grievance Redressal Officer]

The Appellate Authority will acknowledge your escalation within **24 hours** and provide a final resolution within 5 to 7 business days from acknowledgment.

We value your feedback and use it to enhance our processes, platform functionality, and services. After resolution, we may request your feedback, or you may submit suggestions at any time to **[Feedback Email Address]**.