Grievance, Complaints & Appeals Policy

Vidyaluma — A product of KRAVIA PRIVATE LIMITED

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Accessible complaints, privacy escalation, fair review and remedies without waiving external rights.

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1. Purpose and who may complain

1.a — Product and operator. This Policy applies to Vidyaluma, a product of KRAVIA PRIVATE LIMITED. A school, authorized representative, teacher, student, parent, guardian, researcher or other affected person may raise a concern about the service, personal information, accessibility, payments, content or conduct.

1.b — Access to review. A complaint does not require a paid account, work email, lawyer or waiver of legal rights. A person may raise a general concern without proving entitlement to a protected record. We verify identity or representative authority before disclosing or changing information, not as a blanket barrier to receiving a complaint.

2. Contact routes and information

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2.a — General contact. Use the available in-product report/support route or support@vidyaluma.in. For privacy matters, use /privacy-request or mark the email "Privacy grievance". For a security concern, mark it "Security

report" and follow T08. For an accessibility barrier, mark it "Accessibility assistance". These are routing descriptions, not invented named statutory appointments.

2.b — Information to supply. Explain the affected service, approximate time, safe account or transaction reference, what occurred, what has already been tried and the outcome sought. Include only necessary evidence. Do not send passwords, OTPs, Aadhaar numbers, unredacted student records or private signing links through ordinary email or a public form.

2.c — Corporate notices. Formal correspondence may be addressed to KRAVIA PRIVATE LIMITED at its verified registered office. The corporate source record identifies 4-340, Salipeta, Opp. HDFC Bank, Malikipuram, Malikipuram Mandal, Konaseema, Andhra Pradesh 533253, India, and CIN U62011AP2026PTC126691. Those details and required officer/contact disclosures are reviewed against the current corporate record and updated when necessary.

3. Intake and triage

3.a — Receipt. A successfully received request is assigned a reference and routed to an appropriate owner. A form must not claim success before storage and routing are confirmed. If an intake channel fails, a usable alternative must be offered; prior attempted contact should be considered when assessing delays.

3.b — Priority. Suspected data exposure, child-safety threats, blocked privacy rights, disputed signatures, significant payment errors and inaccessible core tasks receive attention according to risk. Immediate danger must also be raised through appropriate emergency or school safeguarding channels. An ordinary support queue is not represented as continuously monitored emergency dispatch.

3.c — Minimal verification. We use evidence proportionate to the requested remedy and offer a safe channel when necessary. A parent-school conflict, departed administrator or closed school may need additional review. The absence of an active subscription is not by itself a reason to refuse an individual's lawful request.

4. Investigation and responsibilities

4.a — Fair review. The reviewer examines relevant evidence, product behavior, authority and applicable commitments. An automated classifier or previous denial is not conclusive. KRAVIA investigates its own software, processing, integration and personnel failures; schools decide academic reassessment, educational administration and matters within their lawful control.

4.b — Cooperation. Where a school or provider is involved, we route the issue, preserve responsibility for KRAVIA's obligations and track meaningful follow-up. Referring to a supplier does not automatically close the complaint. The complainant is not required to reconstruct internal provider relationships before receiving assistance.

4.c — Confidentiality. Complaint records are accessible only to appropriate reviewers and necessary recipients. Reporter identity is not disclosed more broadly than necessary, and confidentiality limits are explained where safeguarding or law requires action. We do not promise absolute secrecy where that would be misleading.

5. Response deadlines and communication

5.a — Applicable deadlines. KRAVIA meets the statutory, contractual and provider deadlines that actually apply to the complaint and its role. Internal service targets must be realistic and must never extend a shorter mandatory deadline. Different privacy, content, cyber-incident and payment issues may have different triggers and recipients.

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5.b — Updates. We identify the next step, request genuinely necessary clarification and communicate a justified delay or dependency. A timer is not silently reset each time a complainant supplies information. Where an extension is legally available, its reason and revised expectation are explained.

5.c — Outcome. The response states the relevant findings, action or remedy, any lawful reason for refusal and an escalation route to the extent disclosure is permitted. A generic "resolved" label is insufficient when the requested correction, refund or deletion has not occurred.

6. Particular complaint categories

6.a — Academic and AI. Schools lead final reassessment of marks and educational decisions. KRAVIA investigates attributable extraction, calculation, AI or publication defects and assists with correction evidence and recipient notifications. Challenging an AI output must not result in retaliation or make the student responsible for proving a model's internal operation.

6.b — Verification and signing. Disputed OVSE/DigiLocker matches, uncertain school authority or an alleged unauthorized Leegality signature require preserved evidence and appropriate independent review. Sensitive transitions may remain frozen while assessed. No reviewer may manufacture consent or overwrite an executed agreement to make the dispute disappear.

6.c — Billing and service. L07 governs charge reconciliation and eligible refunds; L08 governs support and availability remedies. A school-fee decision and KRAVIA subscription charge require different responsible parties. Provider settlement status is verified before representing a refund or payment as complete.

6.d — Privacy and accessibility. Requests involving records, deletion or inaccessible controls must have a workable route independent of paid support. Retained data exceptions are explained by purpose and category. A broken app or provider widget is investigated rather than treated as a waiver of the person's right.

7. Appeal and external remedies

7.a — Internal appeal. A complainant may request review, identify disputed findings and provide further relevant evidence. An appropriately independent reviewer considers the decision and any conflict of interest. The appeal does not require acceptance of a confidentiality condition that would unlawfully restrict reporting to an authority.

7.b — External escalation. This process does not prevent approaching a competent regulator, statutory grievance mechanism, consumer forum or court where a right exists. Mutually agreed mediation may be used, but is not a compulsory bar to urgent or mandatory remedies. Competent jurisdiction is determined by applicable law and valid specific agreements.

8. Records, non-retaliation and governance

8.a — Evidence and retention. Necessary complaint, decision, approval and remedy evidence is preserved under T07 with restricted access. A legal hold is scoped and periodically reviewed. Records must not be erased to hide misconduct or retained indefinitely without a reason.

8.b — Non-retaliation. Good-faith complaints, vulnerability reports and privacy requests do not justify threats, academic penalties or unjustified access removal. Abusive conduct may be addressed proportionately without suppressing the underlying legitimate issue or mandatory rights.

8.c — Ownership and publication. KRAVIA assigns accountable support, privacy, security and legal reviewers. A required named grievance officer or statutory appointment is disclosed accurately when applicable; this Policy

does not invent one. Policy updates follow annual/event-triggered review, Founder approval and test-gated source deployment.

Related documents
L01 — Privacy PolicyL02 — Terms & ConditionsL04 — Acceptable Use PolicyL06 — Accessibility StatementL07 — Billing, Subscription, Cancellation & Refund PolicyL08 — Support & Service Commitments PolicyT01 — Security & Service Reliability StatementT03 — Responsible AI PolicyT08 — Vulnerability Disclosure Policy

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Grievance, Complaints & Appeals Policy

School-controlled sharing **Role-aware access** **GST included in public pricing**

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