**Grievance Redressal Policy – Destination Vista**

At **Destination Vista**, we are committed to providing a transparent and user-respecting environment. We recognize the importance of offering users and vendors an accessible platform to raise complaints, voice concerns, and report violations of platform policies or their rights.

This **Grievance Redressal Policy** is published in compliance with Rule 3(2) of the **Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021**, read with the **Information Technology Act, 2000**.

**1. Purpose of the Policy**

This policy outlines the formal process through which:

* **Users**, **vendors**, and **stakeholders** can raise complaints,
* **Destination Vista** addresses and resolves grievances relating to:
  + Content,
  + Bookings,
  + Payment disputes,
  + Vendor service failures,
  + Refund issues,
  + Privacy violations, or
  + Misuse of the platform.

**2. Applicability**

This policy applies to:

* All **registered users and vendors** of Destination Vista,
* **Visitors** interacting with any feature of the platform,
* Any person or authority seeking redressal in accordance with Indian law.

**3. Grievance Categories Covered**

You may file a grievance under this policy for the following issues:

* Inaccurate or offensive content (blogs, listings, messages),
* Booking errors not resolved via normal support channels,
* Non-delivery of services by vendors,
* Fraudulent or duplicate transactions,
* Unauthorized account access or privacy breaches,
* Data misuse or security concerns,
* Harassment, abuse, or misrepresentation by other users or vendors,
* Breach of Refund, Privacy, or Terms & Conditions policies.

**4. Grievance Officer Details (As Per IT Rules, 2021)**

To ensure compliance with Indian law, Destination Vista has appointed the following **Grievance Officer**:

**Name:** [Insert Appointed Officer Name]  
**Designation:** Grievance Officer – Destination Vista  
**Email:** [grievance@destinationvista.in](mailto:grievance@destinationvista.in)  
**Phone:** +91-XXXXXXXXXX  
**Office Address:** [Insert Physical Office Address, if applicable]  
**Working Hours:** Monday to Friday, 10:00 AM – 6:00 PM IST

**5. Filing a Grievance**

To raise a grievance, please submit the following details by email:

* Full Name and Registered Email ID
* Phone Number (registered with account)
* Booking ID or Transaction Reference (if applicable)
* Description of the issue (with evidence, if any)
* Date of occurrence of the issue
* Relief sought (what resolution you're expecting)

Email the grievance to: [**grievance@destinationvista.in**](mailto:grievance@destinationvista.in)

You may also send complaints through the official in-platform “Report” or “Submit Grievance” forms (if available).

**6. Resolution Timeline**

* **Acknowledgment:** Your grievance will be acknowledged **within 24 to 72 hours** of receipt.
* **Resolution:** A formal response will be issued **within 15 working days** from acknowledgment, in line with Rule 3(2) of the IT Rules, 2021.
* **Escalation:** If you are not satisfied with the resolution, you may:
  + Escalate to the **Senior Compliance Officer** (if appointed), or
  + Approach a **legal authority**, **consumer forum**, or **civil court** as per your rights under Indian law.

**7. Confidentiality and Data Handling**

* All grievances are handled **confidentially and respectfully**.
* Your personal details will be used only to:
  + Process your complaint,
  + Communicate the resolution,
  + Maintain audit logs (for regulatory compliance).

We never publish or disclose complainant details without legal compulsion or your explicit consent.

**8. Legal Rights & Platform Discretion**

* Filing a grievance does **not waive any of your statutory rights** under Indian consumer or IT law.
* Destination Vista reserves the right to:
  + Deny resolution in cases of abuse, misrepresentation, or harassment,
  + Modify or dismiss complaints found to be malicious or repetitive,
  + Ban users or vendors who misuse the grievance channel.

**9. Review and Updates**

This policy is reviewed periodically to:

* Reflect changes in legal requirements,
* Incorporate improvements in user support practices,
* Align with updates to our Terms & Conditions, Privacy Policy, or Refund Policy.

Users will be notified of significant changes via email or platform updates.

**For assistance or policy clarification, contact:**

📧 [**support@destinationvista.in**](mailto:support@destinationvista.in)  
📞 **+91-XXXXXXXXXX**