

Mastermind AI Dispute Resolution Policy

Effective as of 12/30/2023

1. Purpose

- The purpose of this Dispute Resolution Policy is to provide a clear and fair mechanism for resolving disputes that may arise between Mastermind AI and its clients or between employees within the company.

2. Scope

- This policy applies to all disputes related to the services provided by Mastermind AI, including but not limited to, disputes about service quality, delivery, billing, and employment issues.

3. Informal Resolution

- As a first step, parties in dispute are encouraged to resolve the issue informally through direct discussion. This allows for a quick and mutually satisfactory resolution.

4. Formal Written Complaint

- If the dispute cannot be resolved informally, either party may submit a formal written complaint to the Human Resources Department. The complaint should clearly state the issue, the parties involved, and the desired outcome.

5. Review and Investigation

- Upon receipt of a formal complaint, a thorough review and investigation will be conducted by an impartial party or committee appointed by Mastermind AI. All parties will have an opportunity to present their case.

6. Resolution

- Following the investigation, a decision will be made based on the information gathered. This decision will be communicated to all parties involved and will include any actions to be taken to resolve the dispute.

7. Mediation

- If the parties are not satisfied with the internal resolution, the dispute can be referred to an external mediator. Both parties must agree to the mediation process and to abide by the mediator's decision.

8. Legal Action

- In cases where mediation fails or is deemed inappropriate, either party may seek legal recourse. This is considered a last resort and should be pursued only when all other avenues have been exhausted.

9. Confidentiality

- All discussions and documents related to the dispute resolution process will be treated as confidential to protect the interests of all parties involved.

10. Policy Review

- This policy will be reviewed annually and updated as necessary to ensure its effectiveness and compliance with applicable laws and regulations.