



COMPLAINT POLICY - DRIVER

1. Introduction

This Complaint Policy (this Policy) is intended to serve as a guide to users of MooVr (Australia) Pty Ltd in Australia (individually and collectively (as applicable) MooVr) app and platform (MooVr App) regarding handling of complaints pertaining to or submitted by Drivers.

2. About

2.1 This Policy sets out our approach to managing complaints we receive in relation to the MooVr App. We are committed to handling complaints seriously and dealing with them promptly, fairly, genuinely and with respect for drivers and passengers (Riders) whilst respecting their privacy. This Policy is intended to help to maintain a service standard and protect MooVr's reputation, for the mutual benefit of both MooVr and all drivers and passengers.

2.2 MooVr may from time-to-time revise, review, amend, and update this Policy. This Policy is published on our website and is available in our mobile applications.

3. Purpose

3.1 We value our community and are committed to undertaking complaints confidentially and as efficiently as possible. We also value feedback and complaints because they assist us to improve the MooVr App and the services provided by drivers.

3.2 This Policy aims to:

- (a) manage complaints efficiently, fairly and with respect for privacy; and
- (b) create a culture of learning from complaints that assists MooVr to improve the MooVr App and assists drivers to improve the services that they provide through it.

4. Safety and Protection

4.1 Passengers'/riders' safety is our top most priority, as well as the driver. If a driver considers that there is an imminent threat to your safety or witness a breach of any law, regulation or rule, please contact the police and/or emergency medical services (as appropriate).

5. Acts Subject for Complaint

5.1 Rider Related

- Rider is suspected of being under the influence of illegal drugs, or alcohol
- We take allegations of discrimination seriously, hence if you've experienced any kind of discrimination made by any MooVr rider, kindly lodge a complaint with MooVr. **Via the rider feedback facility in the MooVr App or via drivers@moovr.me**
- Rider is in possession of any dangerous weapon while on a MooVr ride.



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- Rider verbally abused, harassed or threatened a MooVr driver without any valid reason, or provocation on the part of the driver.
- Rider cancelled the trip without any valid reason while the driver is already a few meters from the pick-up location.
- Rider cannot be found in the pick-up location indicated, even after several calls, and after several minutes of waiting.

5.2 MooVr App Related/Payment Related

- In case of missing booking or trip, kindly refer the matter to support immediately for checking.
- MooVr platform not displaying correct pick-up location and destination.

5.3 Trip Related

- Another MooVr driver took the trip by mistake
- In case you get involved in an accident, immediately notify the police and paramedics if necessary and let us know about the situation via app.

5.4 Other Complaints

- In case of robbery committed not by a passenger/rider, please call and notify the police, as well as MooVr.
- Other complaints in violation of our other policies.

6. Commitment

We take pride in our customer service and welcome feedback and the chance to improve. We know that there is the chance that things can go wrong but if you take the time to contact us about a complaint that you have, our aim is to manage and resolve your complaint efficiently, effectively, with respect and whilst maintaining your privacy in accordance with legal requirements.

6.1 Resources will be provided, including appropriately trained, qualified and supervised personnel, to enable us to manage complaints efficiently and effectively through documented systems and work procedures.

6.2 We will address each complaint in an independent, fair, and impartial manner, with a view to a reasonable outcome while always respecting privacy.

6.3 We will provide an easily accessible complaints process and we will respond quickly to complaints in a professional, courteous and fair manner, aiming to resolve concerns as soon as possible.

6.4 We will keep users informed on the progress of their complaint until the matter is resolved.

6.5 We will record, monitor and review complaints in order to help identify any steps we can take for proactive improvement of the MooVr App and the services provided by drivers through it.

6.6 We will review this Policy regularly to ensure it meets drivers' and passengers' needs and expectations.



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7. Complaints process

7.1 If you have any comments, feedback or wish to make a complaint regarding the Rider App, your Account or a Rider, please contact us by emailing our customer service team at drivers@moovr.me within 24 hours from the time of booking.

7.2 We seek to acknowledge and resolve all complaints as promptly as possible. We will acknowledge your complaint within 7 days.

7.3 If there is a dispute arising out of or relating to this Driver Agreement, including with regard to its existence, validity or termination, the disputing party must first attempt to directly resolve the dispute with the non-disputing party.

7.4 Where possible, complaints will be resolved at the first point of contact. If we are unable to resolve your complaint immediately, we will provide you with a contact person and an estimated timeframe for resolving your complaint.

7.5 At the conclusion of our investigation we will contact you to explain our investigation and any responsive actions we have taken or intend to take. If we contact you by telephone, you may request a written summary of our investigation and our response during that discussion. If you are satisfied with our investigation and response we will note your complaint as being resolved and close it in our system.

7.6 If the complaint remains unresolved, the dispute will be referred to a mediation process. Such mediation is to be conducted by a mediator who is independent of the parties and appointed by agreement of the parties or, failing agreement within seven (7) days of receiving any party's notice of dispute, by a person appointed by the Chair of Resolution Institute, or the Chair's designated representative.