nextbike UK - Complaints Escalation

## Introduction

Nextbike commits to providing the best possible customer experience at all times. We do however accept that from time to time that there may be an issue raised by a customer that needs special attention. In order to ensure that these instances are dealt with correctly, this document lays out our headline procedure for escalating complaints.

## Level 1

Regular day to day questions and enquiries are dealt with by our Customer Service team who are available 24 hours a day by phone and email. This team work on the principle of first contact resolution and are empowered to resolve enquiries including:

* Incorrect Customer Details
* Problem hiring or returning a bike
* Damaged/Faulty Bike or Station
* Payment enquiries
* New Subscription or Member set up
* Cancel Subscription or Membership
* General Information

If an issue falls outside the scope of the above or the customer requests, then this will be escalated to Level 2.

## Level 2

Level 2 issues are dealt with by the Customer Services Manager. These enquiries would include issues such as:

* Customer Dissatisfied with service provided at Level 1
* Customer Accident
* Bicycle Stolen
* Other customer Complaints

In the case of a Customer Accident or a stolen bicycle whilst the Customer Service Manager will take the initial conversation to establish the facts of the situation, the incident is automatically escalated to Level 3. The issues may also be escalated to Level 3 if the Customer requests it after the Customer Manager has attempted to resolve the situation or if the Customer Service Manager deems it necessary

## Level 3

Level 3 issues are escalated to the Managing Director of nextbike UK Limited for his personal attention. As a matter of course these will be reported to the Scheme partners in the monthly operations meeting along with what has been done to resolve the issue

## Customer Accident/Injury

Whilst every effort is made to make riding a nextbike as safe as possible, customers will occasionally be involved in an accident and may sustain an injury as a result. In such instances nextbike takes the situation very seriously. Nextbike log all information in relation to such instances and will forward any resulting claims to its Liability insurers.