

nextbike UK - Complaints Policy

Last updated: March 2021

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, but not limited to:

- Incorrect customer details
- Problem hiring or returning a bike
- Damaged/faulty bike or station
- Payment enquiries
- New membership set up
- Membership cancellation
- General information

If an issue falls outside the scope of Level 1 or the customer requests it, it 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, we will work with the customer to establish the facts of the situation and review the related bike. Our Customer Service team will then communicate our findings to the customer. Level 2 issues may be escalated to Level 3 if the customer requests it after the Customer Service 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 their personal attention. As a matter of course, these are documented and tracked.



nextbike UK Ltd

Impact Brixton

17a Electric Lane

London

SW9 8LA

Email: info@nextbike.co.uk

Web: www.nextbike.co.uk

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.