



Ola Complaints Handling Policy

Effective Date	30 January 2018
Reviewed By	Head of Legal
Approved by	Head of Legal
Release Date	12 March 2019
Version Details	V5.0
SPOC for Clarifications	Compliance Manager
Author(s)/Editor(s)	Gilbert + Tobin

Version History:

Version number	Date	Author	Remarks
v1.0	30 January 2018	Gilbert + Tobin	Initial version
v2.0	30 January 2019	Compliance Manager	Updated version
V3.0	12 March 2019	Compliance Manager	Update to section 5.1
V4.0	12 September 2019	Compliance Manager	Update to how customers contact Ola
V5.0	1 December 2020	Compliance Manager	Update on levy relief complaints for Victoria
V5.1	1 September 2021	Safety Manager	Minor updates

Contents

Page

Objective	3
Definitions	3
Ola's guiding principles to complaints handling	4
Complaints Handling Process	4
Steps in the Complaints Handling Process	4
Providing status updates to Complainants	6
Internal review following Decision and Response	7
External review	7
Serious complaints and complaints Ola cannot resolve	7
Notifiable occurrences	8
NSW	8
VIC	8
QLD	8
WA	9
Unreasonable Complainant Conduct	10
Options for Redress	11
Accessibility	11
Regular reviews	12
Formal regular reviews / audits	12
Ongoing reviews	12
Training	13
Complaints Handling Agents	13
Complaints Handling Agents performance reviews	13
Ola employees	13
Accountability	14
Managing Director - Australia	14
Complaints Handling Manager	14
Operational Managers	15
Frontline Agents	15
Ola Employees	15
Work, Health and Safety	16
Agent Stress	16
Threats outside the office or outside working hours	16
Agent and employee feedback	16
Confidentiality	16
Record Keeping	16
Records to be made	16
Confidentiality	17

Integration with all Ola Policies	17
Frequent Customer Complaints and Resolution	18
Frequent Partner Complaints and Resolution	25

1 Objective

Ola Australia Pty Limited (**Ola**) is committed to maintaining a safe and enjoyable service for customers and partners alike. Accordingly, we encourage all users of our service to provide us with feedback on their experiences, and share any concerns with us. Receiving and managing feedback about Ola's service is vital to the ongoing success of Ola, and it fosters improvement and growth of our services.

This policy is designed to provide clear information about how Ola deals with complaints received by customers, partners and other third parties. The policy:

- outlines Ola's guiding principles in dealing with complaints;
- provides a clear roadmap on how complaints should be dealt with;
- sets out the steps in Ola's complaints management process, and who holds responsibility for each step;
- explains Ola's approach to training its employees and agents on how to handle complaints; and
- demonstrates how Ola learns from complaints.

This policy is designed in accordance with the Australian Standard AS/NZ 10002/2014, '*Guidelines for complaint management in organizations*'.

2 Definitions

Complainant means any individual or organisation that lodges a complaint with Ola. This may be an account holder, a customer, a passenger, a partner or another third party. Complainants may also include individuals making a complaint on behalf of another person, such as a child.

Complaints Handling Agent means a representative of Ola who is responsible for receiving and handling complaints in relation to the Ola service, including Frontline Agents, in accordance with the processes and systems set out in this policy.

Complaints Handling Manager means the supervising manager of Complaints Handling Agents.

Complaints Handling Policy means this document.

Complaints Handling Process means the process undertaken by Ola once a complaint is received, as explained in section 4 below.

Complaints Handling System means the way complaints are dealt with by Ola, including the policy, procedures, practices and technology.

Customer Complaints Policy means the customer facing complaints policy available on Ola's website and the Ola App.

Frontline Agents means a representative of Ola who will have first contact with Complainants in accordance with the processes and systems set out in this policy.

Unreasonable Complainant Conduct means the conduct as set out in section 6 of this policy.

3 Ola’s guiding principles to complaints handling

In implementing this policy, Ola will act in accordance with the following guidelines:

- Complaints shall be dealt with in a people-focused manner, placing the Complainant at the centre of the process and resolutions;
- As much as possible, Ola aims to resolve complaints amicably;
- Complaints will be treated seriously;
- Complaints will be dealt with within a reasonable timeframe;
- All parties will be treated objectively and fairly;
- Support will be available to all parties to the complaint;
- Appropriate communication will occur throughout the process, including with any third parties;
- Appropriate documentation will be maintained; and
- Confidentiality will be maintained.

4 Complaints Handling Process

The Complaints Handling Process is designed to align with Ola’s guiding principles and ensure that:

- complaints are dealt with promptly and effectively;
- Complainants are kept informed of the complaints process;
- complaints are adequately investigated and reviewed; and
- appropriate solutions are created.

4.1 Steps in the Complaints Handling Process

	Step	Description
1.	Complaints Policy	Ola has developed a user-friendly Complaints Policy which is available to the public, and explains Ola’s Complaints Handling Process. The Complaints Policy can be easily accessed by all members of the community on the Ola website and on the Ola App. https://ola.com.au/blog/ola-australia-complaints-handling-policy-customers/

2.	Complaint Lodged	<p>Complaints may be lodged via the following means: For customers and other third parties:</p> <ul style="list-style-type: none"> - on the Ola App; or - by help section on website. <p>For Driver - Partners:</p> <ul style="list-style-type: none"> - on the Ola App - by email; or - over the phone <p>Via Partner Care Inbound Voice which will be an inbound queue for Ola Driver Partners to reach out for any query, request or complaint related to their engagement with Ola.</p> <p>All Ola staff will have access to complaints in the form of e-mails and voice call records except when the complainant (driver or customer) do not provide consent to record.</p>
3.	Ticket Generation	<p>Once a complaint has been lodged, a ticket will be generated for that complaint. Once generated, tickets will be automatically allocated to Frontline Agents for initial review.</p> <p>If the complaint has been lodged over the App, the ticket will be generated instantly. If the complaint is lodged with Ola via email or by phone, Ola will refer the complaint to a Complaints Handling Agent and a ticket will be generated manually.</p> <p>The ticket will contain a unique Customer Relationship Number.</p>
4.	Complaint Acknowledged	<p>It is important for customers to know their complaint has been received by Ola. Once a ticket has been created for a complaint, an automatic email will be generated and sent to the Complainant, confirming their complaint is being dealt with by Ola.</p> <p>Ola aims to have all complaints acknowledged within 1 hour of the complaint being made.</p> <p><i>NB: In some situations, the Complainant may elect for their preferred method of communication to be other than email. If this is the case, the Complainant should be contacted to confirm their complaint has been received by another appropriate method (e.g. over the phone).</i></p>
5.	Initial Review	<p>Frontline Agents will conduct an initial review of the complaint to determine the level of urgency required to deal with the complaint and the issues raised by it.</p> <p>Ola aims to have initial reviews conducted on all complaints within 24 hours of the complaint being made. This is to determine if the complaint is:</p> <ul style="list-style-type: none"> a) of a serious nature; or b) a matter which Ola cannot resolve. <p>(See below for what constitutes a serious complaint, or a complaint Ola cannot resolve, and the actions to be taken if a complaint of this nature arises.)</p>
6.	Plan of Action	<p>Once Frontline Agents have determined that the complaint isn't serious or a matter that Ola cannot resolve, they will determine a plan of action for resolving the complaint.</p> <p>Ola has in place existing policies for handling common complaints from customers and partners. These policies are located at Schedules 1 and 2 to this document.</p> <p>If the complaint falls into a category for which Ola has a policy, the steps identified in that policy will be taken to resolve the complaint.</p> <p>If the complaint doesn't fall into one of Ola's existing policies, Frontline Agents will determine an appropriate plan of action for resolving the complaint. This may involve investigation by a Complaints Handling Agent.</p>
7.	Investigation	<p>Many of Ola's policies for dealing with common complaints include</p>

		<p>undertaking certain investigations by Complaints Handling Agents. These investigations may include:</p> <ul style="list-style-type: none"> - contacting the Complainant for more information about their complaint; - contacting relevant other parties for information (for example, partners, other passengers and other third parties); and / or - reviewing evidence such as photos. <p>When complaints fall outside the scope of existing Ola policies, the above investigative techniques may also be used to better understand the relevant issues.</p>
8.	Consideration and Decision	<p>After conducting an investigation, Complaints Handling Agents will consider the evidence and make a decision about how the complaint will be resolved. (there are times Ola may need additional information which would be pending from the customer before a decision can be made).</p>
9.	Response	<p>Once a resolution has been determined by Complaints Handling Agents, the Complainant will be contacted and provided with:</p> <ul style="list-style-type: none"> - details of the steps taken; - the decision reached; - the reasons for the decision reached; - the proposed resolution(s); and - options for review of the decision if the Complainant is dissatisfied with the resolutions proposed. <p>Ola aims to respond to all complaints within 10 days. In cases where the complaint is complex in nature, Ola will keep customer informed within 10 days as well.</p> <p>Ola may offer solutions such as refunds for certain complaints, without conducting an investigation. For instance, a driver-partner can tender a photograph as evidence of a certain conduct by the customer</p>
10.	Ticket Closed	<p>If the Complainant is satisfied with Ola's response to their complaint the ticket will be closed within 72 hours post communication of resolution. The Complainant will be able to still respond within the 72 hour timeframe should there be any further clarifications. Complaints Handling Agents will keep a detailed record of the complaint and its outcome. See section 15 below, regarding the information to be recorded.</p>
11.	Continued Monitoring	<p>In the event the resolution of a complaint requires ongoing action to be taken by the Complainant or Ola, the ticket of that complaint will remain open and will be continuously monitored to ensure compliance with the resolution until the ticket can be closed.</p>
12.	Feedback	<p>After a ticket has been closed, Complainants will be contacted and asked to participate in a voluntary survey regarding their experience with Ola's Complaints Handling Process. Complainants will have the option to participate anonymously.</p>

4.2 Providing status updates to Complainants

Complainants can request a status update in relation to where their complaint is in the Complaints Handling Process –for driver-partners by either calling +61385941941 or sending an email to care.australia@olacabs.com and for customers at support.au@olacabs.com along with their reference number, which was provided to them in their confirmation email at step 4 in the process above.

4.3 Internal review following Decision and Response

If the Complainant is not satisfied with Ola's resolution of their complaint, they can choose to have the decision internally reviewed by a senior Complaints Handling Agent who was not involved in the original outcome/case. The original decision maker may be consulted during this process but will not have any role in conducting the internal review.

The steps taken in an internal review will differ based on the circumstances and the reasons for Complainant's dissatisfaction, but may involve the following steps:

- an assessment of the complaint to determine if the senior Complaints Handling Agent undertaking the internal review has enough information to deal with the complaint properly, and a consideration of potential remedies that may be available;
- a discussion between the Complainant and the Complaints Handling Agent to try and identify a mutually beneficial resolution;
- a further investigation by a Complaints Handling Manager;
- an internal review of the steps taken by the Frontline Agent initially allocated to the ticket.

At the conclusion of an internal review, the Complainant will be contacted by a senior Complaints Handling Agent and informed of the outcome of the review. In relation to complaints from partners or serious complaints other than those set out below in section 5, the Complaints Handling Agent may suggest the dispute be escalated for review by Ola management.

4.4 External review

If, following escalation to Ola management, a Complainant remains dissatisfied after an internal review:

- the Complainant may elect to refer the matter to an external body. If this is the case and Ola is contacted by the external body, Ola will co-operate with any review undertaken by that body [and take into account its assessment or recommendations in reaching a final resolution with the Complainant]; or
- in the case of driver-partners, the complaint will be dealt with in accordance with the dispute resolution process set out in the applicable Subscription Agreement.

5 Serious complaints and complaints Ola cannot resolve

There are some complaints which Ola cannot investigate or resolve because they relate to matters outside of Ola's organisation or are beyond Ola's ability to resolve.

Examples of these complaints are:

Serious Complaints	Complaints not relevant to Ola
<ul style="list-style-type: none">• Assault (including sexual assault);• High value theft;• Other criminal activity;• Vehicle accidents;• Partners under the influence of drugs or alcohol while providing an Ola service;• Violent road rage.	<ul style="list-style-type: none">• Complaints about external organisations;• Complaints about the conduct of a third party.

In the event a Frontline Agent receives a complaint of a serious nature, they will immediately contact the Complaints Handling Manager. Depending on the complaint, the Complaints Handling Manager will make a decision on how the complaint will be dealt with. This will likely involve contacting local police, or another relevant authority. In the event a complaint of a serious nature needs to be referred to the police, Ola will work closely with the police to assist in resolving the matter.

While Ola cannot resolve serious complaints, Ola may take action based on the outcome of a police investigation. Ola may use its discretion to suspend or terminate a driver- partner who is the subject of a complaint if they have committed a crime or a serious traffic offence while providing transport services.

In the event a Frontline Agent receives a complaint that Ola cannot resolve, but is not a serious complaint, the Complainant will be informed as soon as possible. The Complainant, where possible, should be referred to the appropriate authority where they can lodge their complaint.

5.1 Notifiable occurrences

In certain states and territories of Australia, there are some complaints that the relevant transport regulator must be made aware of. The nature of these complaints and the actions to be taken if such complaints are made, are listed below.

(a) NSW

In NSW the Point to Point Transport Commissioner must be notified if certain incidents occur in providing Ola's services. Notifiable occurrences in NSW are:

- allegations of sexual assault against a driver or passenger;
- allegations of indecent exposure against a driver or passenger;
- allegations of assault, physical threats or other intimidation against a driver or passenger;
- incidents that result in an individual requiring ambulance or hospital treatment;
- serious vehicle collisions;
- serious mechanical faults in the vehicle; and
- driver being charged with a major offence under the Road Transport Act 2013.

(b) VIC

In VIC the Commercial Passenger Vehicles Victoria must be notified if certain incidents occur in providing Ola's services. Notifiable occurrences in VIC are:

- The death of any person
- The serious injury of any person (this includes but is not limited to incidents that requires emergency medical services assistance)
- Attendance by police
- Attendance by a health professional.

(c) QLD

In QLD the Department of Transport and Main Roads must be notified if Ola ends a work arrangement because of a serious safety misconduct by the driver. Ola must immediately notify if we believe that the driver has:

- Committed a driver disqualifying offence
- Not provided a public passenger service safely while driving a motor vehicle
- Committed an offence against a provision of relevant transport legislation relating to using a motor vehicle, such as driver providing an unauthorised booked hire service, or
- Been a threat to the safety of any person, particularly a child or other vulnerable member of the community.

(d) WA

In WA the Department of Transport must be notified if certain incidents occur in providing Ola's services. Notifiable occurrences in WA are:

- An incident involving a vehicle that is reported to Police
- An accident or incident involving:
 - an injury that is treated by an ambulance officer
 - an injured person being treated at a hospital
- A collision involving a vehicle that was unable to complete a trip
- a mechanical or other fault in a vehicle
- an incident involving a driver or passenger that results in a complaint to the police involving allegations of:
 - Sexual assault
 - indecent exposure
 - assault
 - physical threats or other intimidation
- a driver being charged with a serious offence
- an incident involving:
 - the misplacement of visual, audiovisual or audio recording from a camera surveillance unit
 - the use in contravention of regulation 35ZD of a visual, audiovisual or audio recording from a camera surveillance unit
 - the viewing, downloading, copying, playing, editing or erasing of a visual, audiovisual or audio recording in contravention of regulation 35ZF

(e) ACT

In ACT, Access Canberra must be notified if an accident or other incident in which the death of, or bodily injury to, a person is caused by, or arises out of the use of, the bookable vehicle.

If a Complaints Handling Agent becomes aware, through a complaint, that one of the above incidents has occurred, they will notify the Complaints Handling Manager immediately. The Complaints Handling Manager will proceed to do the following:

- Assess whether the information received by the Complaints Handling Agent is sufficient for reporting purposes.
- If insufficient, the Complaints Handling Manager will assess whether, how and in what circumstances should additional information be obtained including considerations with respect to privacy, receptiveness of the Complainant to provide more information and the need to share the information with any other enforcement agency or regulator.
- Upon completion of such assessment, the Complaints Handling Manager will then notify the relevant Ola representative who will notify the relevant regulator.

6 Unreasonable Complainant Conduct

On occasion, Complaints Handling Agents may be faced with a Complainant acting in an unreasonable manner. This may include a Complainant acting aggressively or in a verbally abusive manner. Unreasonable Complainant Conduct can be divided into five categories:

- Unreasonable persistence (e.g. bombarding Complaints Handling Agents and / or other Ola representatives with calls or emails);
- Unreasonable demands (e.g. demanding an alternate outcome to a complaint that is not within Ola's ability to provide or is not proportionate to the nature of the complaint);
- Unreasonable lack of cooperation (e.g. refusing to identify the issue of a complaint);
- Unreasonable arguments (e.g. making vexatious complaints); and
- Unreasonable behaviours (e.g. making threats to harm themselves, Complaints Handling Agents staff and / or other Ola representatives).

The Complaints Handling Manager is responsible for implementing a clear procedure for Complaints Handling Agents when dealing with Unreasonable Complainant Conduct. These procedures will:

- Acknowledge that the term 'unreasonable' applies to certain behaviour, not a Complainant themselves. Complainants that exhibit unreasonable behaviour at one point, should not permanently be labelled as 'unreasonable';
- Acknowledge that the procedures for Unreasonable Complainant Conduct should not be referred to frequently, and conduct from a Complainant that is merely a nuisance does not constitute unreasonable conduct;
- Develop strategies that may be used to deal with Unreasonable Complainant Conduct (e.g. minimising the individual's contact with Ola, or suspending access to Ola's service);

- Develop strategies that may be appropriate for dealing with Unreasonable Complainant Conduct that comes from partners;
- Identify at what point Unreasonable Complainant Conduct needs to be escalated to senior management, or an external body or authority (such as the local police); and
- Develop procedures for communicating with individuals that exhibit unreasonable conduct.

7 Options for Redress

If, after an investigation into the complaint, Complaints Handling Manager believes that the Complainant has suffered to some extent because of the conduct of Ola or a member of Ola's organisation, the Complaints Handling Manager will consider if a resolution to the complaint should involve some type of redress.

Types of redress can be grouped into five categories, within these categories multiple options may exist to resolve a complaint. Examples include:

Redress	Examples
Communication	<ul style="list-style-type: none"> • Providing a Complainant with an explanation of why the problem occurred; • Providing an apology from Ola, or a relevant party; • Providing the Complainant with options for legal redress; • Communication between the Complainant, an Ola representative and other relevant parties to determine a mutually agreeable outcome.
Rectification	<ul style="list-style-type: none"> • Providing a refund for an amount incorrectly charged; • Providing an outstanding amount of a fare incompletely paid; • Implementing changes to services to prevent the problem from reoccurring; • Correcting records;
Mitigation	<ul style="list-style-type: none"> • Ceasing action that could continue to cause detriment; • Repairing damage to property; • Resolving technical problems; • Replacing damaged or lost property; • Waiving fees or fares; • Providing refunds; • Correcting records;
Satisfaction	<ul style="list-style-type: none"> • Providing an apology; • Acknowledging a wrong; • Providing undertakings to prevent the problem occurring again; • Instituting disciplinary action;
Compensation	<ul style="list-style-type: none"> • Providing refunds; • Offering credit for future use; • Covering the cost of replacing or repairing damaged property; • Providing reimbursements for expenses incurred as a result of the conduct complained of; • Providing a payment of goodwill to compensate for inconvenience or distress

Any one, or a combination, of the above options for redress may be appropriate to resolve a complaint.

8 Accessibility

It is vital to the continued success of Ola for customers, partner and third parties to provide feedback to Ola so that it can improve customer experience. This will only be effective if all members of the community are able to lodge a complaint with Ola.

Accordingly, Ola aims to ensure that its Complaints Policy and Complaints Handling Process are available for everybody to access.

In order to increase visibility, and encourage feedback, the Complaints Policy will be:

- printed in large font; and
- written in plain English;

The Complaints Policy will also be easily accessible on Ola's website, and on the Ola App.

All Complaints Handling Agents will also undergo specialised training in dealing with complaints from disadvantaged and vulnerable individuals with specific needs and may require greater assistance and flexibility when participating the Complaints Handling Process.

9 Regular reviews

9.1 Formal regular reviews / audits

The Complaints Handling Manager will conduct formal reviews every 12 months of Ola's Complaints Handling System. The reviews will consider:

- Any changes in Ola's internal policies, objective or resources;
- Any changes in legislation or technology that may be relevant to Ola's business;
- Feedback from Ola Complainants about their experience in the Complaints Handling Process;
- Whether Complaints Handling Agents are meeting KPIs;
- Any non-conformity the Complaints Handling System has with health, safety or environmental requirements;
- Any complaints that have been identified as systemic;
- Any serious complaints;
- Feedback from Complaints Handling Agents regarding the system; and
- Any other relevant factors.

On reviewing this information, the Complaints Handling Manager will compile a report identifying areas in which Ola's Complaints Handling System needs improving, and provide proposals to implement those changes. This may include changing an aspect of the Complaints Handling Process, recruiting more Complaints Handling Agents, implementing new employee or agent training or suggesting changes in Ola's provision of services.

This report will then be presented to Ola senior management for consideration.

9.2 Ongoing reviews

In addition to the formal reviews mentioned above, the Complaints Handling Manager will conduct ongoing reviews of the Complaints Handling System. This may include monthly random reviews of complaint tickets and resolutions, or ongoing reviews of KPIs. Changes will be made to implement the findings of these reviews and to ensure continuous improvement of the Complaints Handling System.

10 Training

The Complaints Handling Manager is responsible for ensuring that adequate training is provided to all Ola Agents and employees.

The BPO will have existing training and performance review processes, which will be deferred to and referenced.

10.1 Complaints Handling Agents

All Complaints Handling Agents will undergo comprehensive training before they begin working within Ola's Complaints Handling System. The Complaints Handling Manager will use their discretion to determine the nature of training offered to Agents, however training will include the following topics:

- Ola's Complaints Handling Policy;
- Ola's Complaints Handling Procedure;
- Ola's Privacy Policy;
- Dealing with customers with specialised needs; and
- External review bodies and their procedures;

The Complaints Handling Manager will also ensure that all Complaints Handling Agents attend updates in the event there is a change in Ola policies or legislation.

10.2 Complaints Handling Agents performance reviews

All Complaints Handling Agents will be subject to regular performance reviews. These reviews will consider, amongst other things:

- the agents compliance with Ola policies;
- the agents performance compared with KPIs;
- if any complaints have been made by customers about the agent; and
- feedback from immediate superiors regarding performance and conduct.

The aim of performance reviews is to identify areas where Complaints Handling Agents can improve their performance with a view to better serving Ola's customers, partners and third parties through the Complaints Handling System.

10.3 Ola employees

All Ola employees will be provided with complaints handling training. The Complaints Handling Manager will use their discretion to determine the nature of the training offered, however training will be

provided on Ola's Complaints Handling Policy, Ola's Complaints Policy and Ola's Privacy Policy.

The Complaints Handling Manager will also ensure that all employees attend updates in the event there is a change in Ola's Complaints Handling Policy and Procedure, Complaints Policy or Privacy Policy.

11 Accountability

In order to ensure that Ola's Complaints Handling System works as efficiently and effectively as possible, it is important to identify the key personnel within Ola's organisation who have responsibilities. This will ensure that each individual is accountable and knows their role in ensuring the smooth running of Ola's Complaints Handling System.

BPO complaints management team structure is as follows:

BPO ->Service Delivery Head -> Operations Manager -> Team Leader/ Trainer/ Quality Analyst -> Advisors

OLA -> Care Business Unit Head -> Operations Head/ T&Q Head -> Service Partner Manager/ Complaint Handling Manager -> Trainer/ Quality Analyst

11.1 Managing Director - Australia

As the head of Ola's Australian organisation, the Managing Director is responsible for the following:

- Making sure that sufficient complaints handling policies, procedures and guidelines are established and implemented within Ola;
- Making sure that Ola staff, partners and customers are aware of Ola's complaints handling policies and procedures, and ensuring these policies and procedures are easily accessible;
- Appointing a Complaints Handling Manager;
- Making sure reporting systems are in place that allow senior management to be made aware of serious or systemic complaints;
- Defining continuing objectives and responsibilities for Ola's Complaints Handling Agents;
- Making sure that outcomes of reviews on Ola's Complaints Handling System results in changes and improvements being made on a regular basis.

11.2 Complaints Handling Manager

Ola's Complaints Handling Manager (CMH) has the most important role in Ola's Complaints Handling System. The CHM is responsible for putting in place a comprehensive system of complaints management. This includes:

- Recruiting and training Complaints Handling Agents;
- Continuous monitoring, evaluation and reporting on the Complaints Handling System;
- Implementing a procedure for dealing with Unreasonable Complainant Conduct;
- Reporting to senior management on serious or systemic complaints, and proposing resolutions;

- Ensuring the Complaints Handling Agents have sufficient resources to efficiently respond to complaints (this may include human resources, technology, and training);
- Ensuring the complaints management system is accessible to all members of the community;
- Communicating with Ola employees or partners involved in a complaint to ensure they are:
 - aware of the details of the complaint received;
 - given an opportunity to respond to the complaint; and
 - kept up-to-date regarding the status of the investigation and resolution of the complaint.
- Setting KPIs;
- Conducting and reporting on regular system reviews;
- Conducting ongoing reviews;
- Implementing internal review procedures.

11.3 Operational Managers

All of Ola's Operational Managers have a role to play in ensuring Ola's complaints management system is effective. Despite not having a direct role in handling complaints, all of Ola's Operational Managers:

- Ensure the Complaints Handling System is implemented within their team;
- Liaise with the Complaints Handling Manager;
- Ensure employees within in their team are aware of Ola's complaints handling policies;
- Ensure information about the Complaints Handling System is easily accessible to employees and the public;
- Report to the Complaints Handling Manager of any action their team has taken relating to complaints handling.

11.4 Frontline Agents

Ola's Frontline Agents carry a large responsibility in being the first contact that a Complainant makes with Ola's organisation when lodging a complaint. The ways in which Frontline Agents interact with customers is critical to the successful implementation of Ola's complaints management system. Accordingly, Frontline Agents will:

- Treat Complainants and their complaints respectfully and courteously;
- Identify and categorise complaints effectively;
- Comply with reporting requirements (see section 15 below);
- Comply with Ola policies including, the Complaints Handling Policy, the Complaints Policy and the Privacy Policy; and
- Have a strong understanding of all of Ola's policies.

11.5 Ola Employees

Despite not being a central aspect of Ola's Complaints Handling System, all Ola employees have an important role to play in ensuring complaints are dealt with efficiently and effectively. All Ola employees will:

- Be aware of Ola's Complaints Handling Policy, Complaints Policy and Privacy Policy;
- Be able to identify a complaint when it is made;
- Be able to inform customers, partner and third parties how they can lodge a complaint; and
- Treat all customers with respect and courtesy.

12 Work, Health and Safety

12.1 Agent Stress

All Agents have a responsibility to notify relevant supervisors or senior managers of stressful incidents that may require management involvement.

Ola encourages all Agents to talk things through following a difficult or stressful incident. Debriefing can be done with the Complaints Handling Manager or as a team following a significant incident.

12.2 Threats outside the office or outside working hours

Where an Agent receives threats, which may be carried out outside normal working hours or outside the office, the Agent will receive support through the Complaints Handling Manager.

13 Agent and employee feedback

Ola believes that the feedback of Complaints Handling Agents and Ola employees on policies, procedures, guidelines and systems is a valuable source of insight into the functioning of Ola's organisation. Accordingly, Complaints Handling Agents and Ola employees are encouraged to share their feedback of the Complaints Handling Policy and Complaints Handling System.

The Complaints Handling Manager will provide avenues for Agents and employees to provide feedback on their experiences within Ola's Complaints Handling System, including by anonymous means.

The feedback provided will be considered on a regular basis by the Complaints Handling Manager, and will be incorporated in the Complaints Handling Manager's formal reviews / audits.

14 Confidentiality

When dealing with complaints, Ola strives to maintain the highest standard of confidentiality regarding the personal information of all parties involved. Accordingly, all complaints will be dealt with according to Ola's Privacy Policy.

15 Record Keeping

15.1 Records to be made

For all complaints that are not resolved by Complaints Handling Agent, a record will be made for the complaint. The following information will be recorded:

- Complainant's name and preferred contact details;
- Capacity of the Complainant (customer, partner, third party);
- Date, time and partner details relevant to the complaint;
- Issues raised by the complaint;
- Outcome sought by the Complainant;
- Any evidence, or details of the complaint;
- If the Complainant requires any support during the complaints process;
- Any steps taken by Ola in response to the complaint, and the date and time of such steps;
- Any communication or interactions with the Complainant;
- Outcome of the complaint; and
- Any relevant follow-up action required.

These records will be held according to Ola's Privacy Policy and for a minimum of 1 year after the complaint has been resolved.

Requests for Records

Complainants have a right to request any information that Ola holds relating to their complaint. If an Agent or employee receives a request for records relating to a complaint they should refer to Ola's Privacy Policy or the legal department for advice.

15.2 Confidentiality

All records created by Ola during the Complaints Handling Process will be dealt with in accordance with Ola's Privacy Policy. This includes records made by hand, electronically, or call records.

16 Integration with all Ola Policies

The Complaints Handling Manager will schedule regular meetings with Ola senior management staff and ensure that all Ola policies are consistent with the Complaints Handling Policy.

Schedule 1 Frequent Customer Complaints and Resolution

Category	Issue	Ola Policy	Resolution
Billing Issue	Toll/Parking Charge Issue	Tolls are automatically included in a customer's bill. If a customer would like to avoid tolls, they can inform their Ola partner of their preferred route. If a customer does not ask the partner to avoid toll routes, the customer must pay for tolls.	If a customer's fare has incorrectly included a toll charge, their fare will be recalculated accordingly, and a refund may be initiated. - If toll not in invoice, create ticket for city team to validate toll.
	Coupon Applied Incorrectly	Ola's policies regarding Coupons can be found in our Terms and Conditions	If a customer's coupon has been incorrectly applied, the customer must provide Ola with: <ul style="list-style-type: none"> - Coupon code details; and - the trip the customer used the Coupon for, and Ola may initiate a refund.
	Customer charged a cleaning fee	Customers are liable for any charges levied by the partners in case of any mess made in the vehicle which prevents the partner from taking more rides. For more information see our Terms and Conditions	If a customer and a partner are in disagreement regarding a cleaning fee, both parties can provide Ola with relevant photos of the "mess" and the vehicle. Ola will then evaluate the situation and either: <ul style="list-style-type: none"> - charge the customer a cleaning fee; or - provide the customer with a refund for a cleaning fee incorrectly charged

	Cancellation charges	<p>A customer may be charged a cancellation fee if they cancel a ride more than 5 minutes after the partner has accepted the fare, or if the partner has already arrived at the pick-up location when the ride is cancelled.</p> <p>A customer will not be charged a cancellation fee if the partner is delayed in reaching the pick-up location by more than 5 minutes from the shown ETA.</p> <p>If a cancellation fee is charged, it will be added to a customer's next Ola bill.</p>	<p>If a customer has been incorrectly charged for a cancellation, they must provide the details of the trip in question to Ola and the customer may be offered a refund.</p> <p>Customer to provide trip details Refund initiated after adjudication using DDD engine</p>
	Different person took the trip	<p>Partners are required to confirm the name of the customer before beginning a trip to ensure the customer is the person who is taking the ride.</p> <p>Product solution: OTP</p>	<p>If a customer believes another person has taken their ride booking (or used their account), they must provide the pick-up and drop-off trip details of this ride to Ola.</p> <p>Ola may initiate a refund.</p>
Lost item	Lost item	<p>Ola and its partners are not responsible for any items that a customer may lose while travelling.</p> <p>However, Ola will do its best to ensure any lost property is returned to the customer.</p>	<p>If a customer reports a lost item, the Ola call centre will contact the relevant partner. If the partner finds the item, they will be put in contact with the customer to organise returning the item.</p>
Poor car condition	Vehicle in poor condition	<p>All Ola partner vehicles should be in clean and in a good condition when providing rides to users.</p>	<p>If a customer has a complaint about vehicle condition they will need to provide photo evidence of the problem raised.</p> <p>If Ola agrees the vehicle was in a poor condition, Ola may offer the customer a refund.</p> <p>The vehicle in question will then be 'offroaded' until the problem is remedied. If a partner is 'offroaded' more than 3 times more severe disciplinary action may be taken.</p>

	Vehicle's license plate was different	All Ola partners are required to use the vehicle they have registered with Ola.	Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.
	A/C not working	All Ola partner are required to have a working air conditioning system in their vehicle.	The vehicle in question will then be 'offroaded' until the problem is remedied. If a partner is 'offroaded' more than 3 times more severe disciplinary action may be taken.
Route	Driver started the trip instead of cancelling	Ola partners must only charge for fares which were taken by customers. - Product solve: OTP	If a customer has been charged for a ride that they had cancelled, they may be offered a refund. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.
	Long route	The distance of the journey is one of the factors that is used to calculate the cost of the trip. The partner can take an alternative route with the permission of the customer.	If a partner has taken a long route without the customer's permission, the customer may be offered a refund for the additional cost of the long fare. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.
	Wrong route	The distance of the journey is one of the factors that is used to calculate the cost of the trip. The partner can take an alternative route with the permission of the customer.	If a partner has taken the wrong route without the customer's permission, the customer may be offered a refund for the additional cost of the fare. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.
	Driver did not follow customer's directions	The distance of the journey is one of the factors that is used to calculate the cost of the trip. The partner is required to take the route that is the preference of the customer, even if this is an alternative route.	If a partner does not follow the directions of the customer the customer may be offered a refund. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.

	Wrong pickup or drop-off location was wrong	The distance of the journey is one of the factors that is used to calculate the cost of the trip. The partner is required to use the location for pickup and drop-off that is specified by the customer.	If a partner uses the wrong pick-up or drop-off location on a trip, the customer may be offered a refund. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.
	The route had heavy traffic	If the usual route to a destination has heavy traffic, the partner should ask the customer if they would like to use an alternate route. If a customer doesn't choose an alternate route, any delay caused by traffic is a cost that must be covered by the customer in their fare.	If a partner does not follow the directions of the customer, the customer may be offered a refund. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.
	Driver made an unrequested stop	Ola partners are not permitted to make unrequested stops on a trip, unless there is a reasonable excuse.	If a partner makes an unrequested stop without a reasonable excuse, the customer may be partially refunded. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.
Unprofessional behaviour	Not the same person	Ola partners are not permitted to take rides which they are not assigned, or ask another person to take a ride on their behalf. Selfie Auth to be deployed	Customers may provide a rating for partners at the conclusion of the trip. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training
	Unsafe behaviour	All Ola partners are required to act in a safe and professional manner at all times. SOS button	Customers may provide a rating for partners at the conclusion of the trip. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.

Driver refused destination	Ola partners must drop-off a customer at the requested address.	The customer's ride will be reallocated to another partner. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.
Driver was rude	All Ola partners are required to act in a safe and professional manner at all times.	Customers may provide a rating for partners at the conclusion of the trip. Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training.
Delayed Start/ Stop	Partners are not permitted to delay starting or ending the trip without a reasonable excuse. If a trip was automatically cancelled, Ola will reallocate the customer's trip to a new partner.	Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training The customer may be offered a refund.
Trip Abandoned midway	Unless there is an emergency, a partner should not abandon a trip midway.	Disciplinary action may be taken against the partner and/or the partner may be required to undergo driver training Customer may be offered a refund.

Schedule 2 Frequent Partner Complaints and Resolution

Category	Issue	Ola Policy	Resolution
Accident	Met with an accident	Ola partners must abide by Ola's safe driving guidelines SOS	If a partner has a vehicle accident, they should use the Ola SOS if possible, or contact Ola another way. Ola will ensure on-ground assistance is provided to the partner and local authorities are sent to the scene.
Item lost/found	Found an item	Ola and its partners are not responsible for any items that a customer may lose while travelling. However, if a partner finds an item in their vehicle, they must alert Ola.	Ola's call centre will contact recent customers and ask if they have lost an item. If the owner of the item is located the call centre will put the customer in contact with the partner to return the item.
Issues with Trip	Too many customers	Ola partners must not allow overcrowding in their vehicle. Partner cannot accept trips if each passenger will not have an individual seat and seat belt.	Partners may refuse to accept a ride if there are too many passengers for the vehicle.
	Toll not included	Tolls are automatically included in a customer's bill. If a customer would like to avoid tolls, they can inform their Ola partner of their preferred route. If a customer does not ask the partner to avoid toll routes, the customer must pay for tolls.	If a toll charge didn't appear on a customer's invoice, the partner may be reimbursed by Ola for the charge.
	Variance in KM	The distance of the journey is one of the factors that is used to calculate the cost of the trip. The partner can take an alternative route with the permission of the customer.	Ola will adjudicate this using a routing system powered by Google and in case a variance is observed correct the ride earnings of the partner without impacting customer bill.
	Number of ride mismatch		Check the required system s and adjudicate. In case a ride is missing, add that to the driver partner's earnings.
	Cancellation related (customer not contactable, asked for changed in pick up location, customer asked for cancellation, customer late)	Partners can cancel a trip if, after 10 minutes: <ul style="list-style-type: none"> - they cannot contact the customer; - the customer changed the pick-up location; or - the customer was late. A customer may cancel a trip	Partners may face disciplinary action may be taken against the partner and/or be required to undergo driver training if they cancel a trip for a reason not mentioned in the Ola policy. Partners may receive a cancellation fee from customers if they cancel a ride more than 5 minutes after the partner has accepted the fare, or if the

		<p>less than 5 minutes after the partner has accepted the ride, unless the partner has already arrived at the destination.</p> <p>A customer will not be charged a cancellation fee if the partner is delayed in reaching the pick-up location by more than 5 minutes from the shown ETA.</p>	<p>partner has already arrived at the pick-up location when the ride is cancelled.</p> <p>A customer will not be charged a cancellation fee if the partner is delayed in reaching the pick-up location by more than 5 minutes from the shown ETA.</p>
Issues with customer	Rude behaviour	Ola customers are expected to act respectfully and courtesy when using an Ola service.	<p>Partners can provide a rating for customers at the conclusion of a ride, rude behaviour can impact this rating.</p> <p>If a partner has provided a bad rating for a customer, that partner and customer will not be paired together for future rides. Continued rude behaviour from a customer may result in the customer from being banned from using Ola services.</p>
	Different person took the ride	<p>Partners to confirm name of the customer before starting the trip</p> <p>Product solution: OTP</p>	Partners may refuse to take a trip if the passenger is not the customer that requested the trip.
	Rider made me feel unsafe Damaged my vehicle		<p>Partners can provide a rating for customers at the conclusion of a ride, rude behaviour can impact this rating.</p> <p>If a partner has provided a bad rating for a customer, that partner and customer will not be paired together for future rides. Continued rude behaviour from a customer may result in the customer from being banned from using Ola services.</p> <p>Partners will have an SOS option in the app which will connect them to 000 emergency response services through their device dialler.</p>
	Made a mess in my vehicle	Customers are liable for any charges levied by the partners in case of any mess made in the vehicle which prevents the partner from taking more rides.	<p>If a customer and a partner are in disagreement regarding a cleaning fee, both parties can provide Ola with relevant photos of the “mess” and the vehicle. Ola will then evaluate the situation and either:</p> <ul style="list-style-type: none"> - charge the customer a cleaning fee; or - provide the customer with a refund for a cleaning fee incorrectly charged

Issues with Billing or Account	Paid incorrectly or have not received payment	Ola will review the claim and revert with a response within the TAT required	Evidence of payment in the form of a statement of accounts should be provided to the partner
	Levy refund not received or wrong levy refund calculation	Ola will review the claim and revert with a response within the TAT required	Evidence of payment in the form of a statement of accounts should be provided to the partner