



CAR NEXT DOOR DISPUTE RESOLUTION POLICY

Last Modified: 2 September 2014

GOALS OF THE POLICY

Car Next Door is committed to consistent, fair and confidential handling of Complaints and Member Disputes and to resolving them as quickly as possible.

We aim to make it easy for Members to make a Complaint if they are dissatisfied with the Car Next Door service or raise a Member Dispute if they are aggrieved by the actions of another Member.

DEFINITION OF COMPLAINTS AND MEMBER DISPUTES

Complaints are defined as any expression of dissatisfaction or grievance made to staff by a Member in relation to the service provided by Car Next Door.

Member Disputes are defined as a grievance between two or more Members in relation to their use of the service.

MAKING COMPLAINTS

Members may make a Complaint by calling (02) 8035 8000 or (03 9946 4106 or sending an email to members@carnextdoor.com.au.

RECORDING MEMBER DISPUTES AND COMPLAINTS

All Member Disputes raised or Complaints made, verbal or written, will be recorded in the Car Next Door Customer Service Log at the time the complaint is made, or as soon as possible afterwards.

When taking a complaint or Member Dispute, staff will record the name, Member ID number and contact details of the Member, as well as full details of the Complaint or Member Dispute including the date. Details of all communication with the Members involved and any actions to resolve the Complaint or Member Dispute will be recorded in the same place.

Recorded Complaints and Member Disputes will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

INFORMING CUSTOMERS OF PROGRESS

Car Next Door

Suite 7, Lvl 5/35 Buckingham Street, Surry Hills 2010

02 8035 8000

info@carnextdoor.com.au

ABN: 53 163 596 530



We strive to resolve all Complaints as quickly as possible. Written Complaints will be acknowledged promptly.

When a Member makes a Complaint or raises a Member Dispute, they will be given an approximate timeframe for our resolution of, or response to, the issue. We will inform Members of the progress of their Complaint or Member Dispute regularly, especially if there are any delays or changes to the timeframe that has been agreed.

Members will be informed of any changes to our services as a result of their Complaint.

Where appropriate, customers who have had a Complaint resolved will be contacted at a later date to see if they are happy with how their Complaint was handled.

RESPONDING TO COMPLAINTS

All people making a Complaint will be treated with courtesy. Where possible, Complaints will be resolved at the first point of contact.

SERVICE COMPLAINTS

If appropriate to the Complaint, frontline staff can offer driving credit or reimbursement to resolve a complaint immediately. Complaints will still be recorded.

If the Complaint can't be resolved immediately, the Member will be given a timeframe, a contact person and details of our Complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

MEMBER DISPUTES

In the event of a Member Dispute:

- Members are encouraged to discuss the issue directly with each other and attempt to resolve it to the satisfaction of both. Members can find the email address and phone number of an Owner whose car they have booked, or a Borrower who has booked their car, through m.carnextdoor.com.au.
- If the Members are unable to resolve the issue within a reasonable time, then either may notify Car Next Door. Car Next Door will contact both Members to hear both sides of the story and gather information about the circumstances leading to the dispute;



- Car Next Door will try to help the Members involved to reach a fair resolution to the dispute; and
- If the Members involved are still unable to reach an agreement to resolve the complaint within a reasonable time, or unsatisfied with the resolution suggested by Car Next Door, then Car Next Door will refer the Members to the Community Justice Centres (in NSW) or the Dispute Settlement Centre of Victoria (in Vic) for mediation of the dispute.

ESCALATION OF COMPLAINTS

If a complaint cannot be resolved by the usual complaint process, it should be referred to the Head of Member Experience and the customer will be informed and given an amended timeframe for resolution.

If we cannot resolve the complaint to the Member's satisfaction, we will:

- offer to refer the issue to the Community Justice Centres in NSW or the Dispute Settlement Centre of Victoria (in Vic); and
- inform the Member about where they can take further action (such as the NSW Office of Fair Trading or Consumer Affairs Victoria).

REVIEW OF COMPLAINT HANDLING POLICY AND PROCEDURES

Car Next Door is committed to continuous improvement. This policy will be reviewed regularly for effectiveness and updated when necessary, including when the service is provided in other States and Territories.

This Complaint handling policy is supported by the team at Car Next Door. We commit to providing this policy to all staff and displaying it on our website for Members.