



## Via Complaints and Escalations Process

Via is committed to providing a safe and reliable service to riders, driver partners, and the community at large. To deliver on Via's commitment to public safety, the Via team developed robust processes to promote safety, including but not limited to Community Guidelines which describe the types of incidents and conduct that could lead to warnings, restrictions or permanent account deactivations of Driver Partners and/or Riders.

### Complaint definitions and importance

- Complaints are defined as active feedback that represents negative experiences and indicates problems with the service
- Via takes complaints very seriously. Appropriately managing complaints is critical for service success
  - Rider complaints are the #1 indicator of the health of the service and provide useful intel into service health
  - If unaddressed, complaints may result in harm to the perception of the service and may open up additional risks

### Sources of complaints

- Customer support channels: The most common. Riders and Driver Partners contact Via's support center by phone or email with feedback on their experience.
  - SLAs: 85% of Phone calls picked up <2 min; email response < 48 hours; investigations < 5 days
- In-app feedback: Second most common. Many riders leave star ratings & written feedback once their ride is completed
  - Weekly review of comments focused on safety concerns
- External complaints: Least common. Riders and Driver Partners occasionally contact our partners directly or at city council/board meetings.



Incident classification at Via			
L1	L2	L3	L4
Minor issue	Minor policy violation	Serious issue requiring investigation	Serious issue requiring investigation and legal follow-up
Example: Driver rudeness	Example: Asking for cash payment as tips	Example: Refusing to transport service animal	Example: Threat of suicide or self harm
Typical Response: Automated email	Typical Response: Automated email	Typical Response: Investigation	Typical Response: Investigation & Legal response

## Process to manage escalated incidents

1. An incident report is filed and escalated
2. The driver or rider's access to the platform is immediately restricted pending an internal review (depending on the incident)
3. Via's project manager and local field managers are notified of the incident and will notify you as well
4. Via's incident management team conducts a review of the incident, including following up with riders, drivers, and relevant third parties.
  - o The driver or rider's history of incidents is incorporated and reviewed as well
  - o All final determinations are peer reviewed
5. One of the following decisions will be communicated to the driver or rider: (i) the removal of the driver's temporary restriction, (ii) a formal or final warning, or (iii) disaffiliation and permanent revocation of access to the platform.
  - o Via's project managers will align with you before permanently removing a rider

## Process to resolve Driver Partner account restrictions

Via may temporarily deactivate a Driver Partner's account (i.e. account suspension) while the incident management team conducts a review of the reported incident.

1. We will obtain a statement from the Driver Partner, the rider, and/or any overlapping



riders about the alleged incident.

2. We will retrieve vehicle video footage (where available) and review footage of the reported incident.
3. (If applicable) We will order a drug and alcohol test for the Driver Partner. It may take up to 5 days to receive the results.
4. (If applicable) We will request a copy of the police report. This may take up to 2-3 weeks, depending on the police station.
5. Following a review of all available information, We will communicate one of the following decisions to the DP: (i) the removal of the driver's temporary restriction, (ii) a formal or final warning, or (iii) disaffiliation and permanent revocation of access to the platform.

*Via seeks to resolve these deactivations as soon as possible. Via regularly communicates with the Driver Partner on the status of their account, including requesting the Driver Partner's assistance in obtaining outstanding information (e.g. police report)*



## Illustrative Case: Minor Complaint

Case Study: Complaint about driver behavior

### Via has a standard process to address more minor professionalism complaints

- 1**  
Via Support team receives a call from a rider about a driver's unprofessional behavior  
  
The receiving agent files an **incident report** creating a record on the driver partners file
- 2**  
Driver receives communications reminding them of appropriate behavior  
  
Driver will receive **email** if initial complaint and may receive **phone call from field manager or driver advocate** if they have multiple complaints
- 3**  
Driver with frequent minor complaints receive final warnings and may be disaffiliated  
  
**Consistent patterns** of minor complaints without correction are grounds from **removal from the service**

## Illustrative Case: Accident

Case Study: Accident

### Via has a standard process to address accidents

- 1**  
Via Support team receives a call from a Driver Partner about an accident  
  
The receiving agent files an **incident report** creating a record on the driver partners file  
  
Via incident management team begin an investigation into the reported incident within 30 minutes of the report
- 2**  
Via collects statements from the Driver Partner, riders, and/or any a police report  
  
A Driver Partner **will be restricted from the platform** if it was a major accident, even if it is not clear if the Driver Partner was a contributing factor to the accident  
  
Depending on the accident, the Driver Partner **may be ordered to take drug & alcohol test**
- 3**  
At the conclusion of investigation, the Driver may receive a warning or be disaffiliated  
  
A **pattern of minor accidents** are grounds from **removal from the platform**  
  
Driver Partners will be **removed from the platform for major accidents** if they were a contributing factor

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