

FEEDBACK AND POLICY

All feedbacks should be treated non-personal and with a business-scope approach. Some feedback is honest, some could be worse, but all should be treated professionally.

1. What you should not do if you receive bad Feedback through the Website is

- Reply to that Feedback as if you are in an argument with the person who has left it
- Expect 24MOBILE MECH to remove it
- You should not reach out to the customer in an aggressive manner

2. Responding to a Feedback

- As a Mechanic you have the ability and opportunity to reply to the Feedback that is on the Website.
- In replying to any Feedback that is left, both good and bad, you should always remain professional.
- If the Feedback is good, you should thank the user for that Feedback.
- If the Feedback is bad, then it's appropriate to understand it from the user's view and try to stick to the facts in your explanation and not allow it get too personal.

3. What should Mechanics Response look like?

You are bound by our Terms and Conditions and the Code of Conduct in using the 24MOBILE MECH services. As such you are under obligations to use the site in a responsible and professional manner.

Please note your responses to the Feedback left are viewable by all users of the website. As such you should draft your replies in acknowledgement of that.

We expect your replies to be professional and factual, and not to contain any of the following:

- unfitting use of language
- personal comments about the user
- accuse the user of lying
- any potential slanderous or inaccurate information.

NOTE: We remind you that this is not the platform to initiate an argument with the user over the Feedback left. This is your opportunity to show your customer service ability and explain the facts to all users of the Website.

24MOBILE MECH maintains the rights, as set out in the Terms and Conditions to suspend, modify or permanently remove any Mechanic Feedback responses, where we consider it necessary to do so.

4. Editing my Mechanics Response

Before you write any response to Feedback given, remember to think carefully about who is going to read it. Your response is viewable by all users of the website.

5. 24MOBILE MECH involvement with your Mechanics Response

We do not actively monitor, check or verify Mechanic Feedback Responses which may be posted, and do not usually become involved or intervene in complaints or disputes concerning Feedback. However, we do reserve the right to do so in exceptional circumstances. We may also periodically review both Feedback, and the Mechanic Responses left by users.

Subject to the standards of this policy we may in exceptional circumstances ask you to amend your Feedback.

6. Reporting issues with Feedback

Users who have selected your quote can leave Feedback on the work or service you provided them. We do not censor or moderate Feedback on our Website.

7. 24MOBILE MECH complaints protocol

We expect that the Feedback left by users will meet our Feedback Policy standard. If you highlight Feedback that you believe does not meet this standard, then please contact us.

We will:

- log your complaint in our systems
- review and try to understand the issues you have with the Feedback
- evaluate the Feedback against this Feedback Policy standard
- attempt to contact the user

We will not:

- automatically remove bad Feedback upon your request. All Feedback that meets the Feedback Policy standard will not be removed, unless the user approves its removal or does not respond to our requests for further information within a certain timeframe
- permit abuse or threatening behavior towards our staff to encourage them to change or remove the Feedback
- make a Judgment on who is right and who is wrong. We will try to be impartial and consider the facts you present, evaluating against the requirements this policy and the user's Feedback and any additional information supplied from any contact we have with the user.

Whilst you may have a good reason to believe the Feedback might be invalid, we cannot judge this to be true until We know all the facts, including at times talking to the user to see why they may have left that Feedback. We give both parties (Users and Mechanics) the opportunity to leave and respond to Feedback, and We encourage both parties to ensure that Feedback should be factual and considered.

We believe Feedback is integral to the 24MOBILE MECH website, and users who meet our standards have the right to leave this Feedback.

8. What happens if someone complains to 24MOBILE MECH about my work or attitude

We log the complaints we receive within our systems to monitor usage of the Website and adherence to its terms and conditions, amongst other reasons. Depending on the nature of the complaint and what a user would like us to do we may do the following

- encourage the user to contact you to resolve the issues raised
- advise that they can leave Feedback regarding their experience, in accordance with feedback policy

We will always encourage you and the user to resolve complaints between yourselves. You and the user are parties to any work or servicing that is performed, and as per our Terms and Conditions by registering as a Mechanic and by using the Services you are agreeing that you shall be solely responsible for and shall indemnify us and hold us harmless from any costs, losses or claims which may result from any information you submit or transmit via the Services or from any work which you agree to perform for any user or from your dealings with any user or your use of their information.

If we decide that we need to act on the result of any investigation into a complaint or otherwise, it will be at our discretion as to what action we can take. This could include informing various official authorities of the situation, suspension or cancellation of your account, and allowing you access to any records we may maintain about the complaint or your account.

We would always encourage you to work with the user to resolve any complaint you receive and understand their issues before you make any judgment. We would also encourage you to understand the legal obligations you have as a Mechanic, and what obligations and duties you owe consumers whilst you provide services to them. You should know your rights, their rights and understand the issues at hand.

This Feedback Policy was last updated on 12J January 2021.