



RAISING AND RESOLVING CONCERNS

Complaints Handling Policy

How to tell MotorRelay when something has gone wrong and how we will review and respond.

Complaints Handling Policy

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Our approach: We take complaints seriously, review them fairly and explain the outcome in plain language.

1. What counts as a complaint

A complaint is an expression of dissatisfaction about MotorRelay, our service, a decision, communication, payment handling or the conduct of someone using the platform. A safety incident, active run issue or damage claim should also be reported through the relevant in-app process so urgent action is not delayed.

2. How to complain

Email support@motorrelay.com. Include your name, account email, run reference where applicable, what happened, the outcome you seek and any useful evidence. Do not send unnecessary sensitive information.

3. What happens next

We will acknowledge the complaint, record it and decide who should investigate it. We may ask questions, review account records, messages, photographs, location records, payments and information supplied by the other party. Access will be limited to people who need it for the review.

4. Response times

We aim to acknowledge a complaint within five working days and provide a final response within 20 working days. Complex matters may take longer. If so, we will explain the reason and provide an updated timescale.

5. Fairness

We will consider relevant evidence, allow affected parties a reasonable opportunity to explain their position and avoid conflicts of interest. Abuse, threats or knowingly false evidence will not be accepted.

6. Possible outcomes

Depending on the circumstances, we may explain or correct a decision, apologise, correct a record, refund or release an amount, request further evidence, restrict an account, improve a process, or decide that no further action is appropriate.

7. Review of the outcome

If you believe the final response missed important evidence, reply within 14 days explaining what should be reconsidered. Where possible, a different person will review the matter. The review response is MotorRelay's final internal position.

8. Other routes

This policy does not prevent anyone from obtaining independent legal advice or using a court or other body that has authority over the matter. Privacy complaints may also be made to the Information Commissioner's Office after contacting us first.

9. Records and privacy

We keep proportionate complaint records to manage the case, identify recurring problems and meet legal obligations. The Privacy Policy explains how personal information is used and how to exercise data rights.

10. Contact

Complaints should be sent to support@motorrelay.com with "Complaint" and any run reference in the subject line.