

APPENDIX H

Partner-Driver Name	Ticket Created At	Verbatim Complaint	Complaint summary	Uber Action taken
[REDACTED]	2017-10-28 0:00:00	"Reason for adjustment: The route was longer than necessary"	Inefficient route	We concluded that fare is correct so no adjustment necessary
[REDACTED]	2017-10-28 0:00:00	"Driver did not end trip after drop-off and we had to cancel when he kept going."	Mistimed trip (Driver did not end trip at destination)	Adjusted fare
[REDACTED]	2017-09-14 0:00:00	<p>What Was Your Intended Pickup Location?: Cambridge station</p> <p>Where Was Your Driver Waiting?: He didn't arrive at promised time</p> <p>Share Details: I ordres a taxi and it didn't arrive. I had to cancel it because it started raining and I couldn't wait any more. The initial waiting time also jumped from 4m to 5m and then froze. I feel either the app sa cheating me or the driver shouldn't have accepted the request that he couldn't make. Refund please."</p>	Rider unhappy with wait time	Reimbursed with credits
[REDACTED]	2017-08-04 0:00:00	"I requested an Uber this morning to [REDACTED] in Cambridge. The driver went to the wrong city, called and told me where he was, then cancelled me and told me to order another Uber. And he charged me a 4 GBP cancellation fee. I repeated the request to Uber. The second Uber came to the correct address and took me to my destination. I don't believe I should be charged a cancellation fee when your driver goes to the wrong place."	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-08-03 0:00:00	"Reason for cancellation: My driver cancelled"	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-07-24 0:00:00	"Reason for cancellation: My driver cancelled"	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-07-14 0:00:00	"The app showed that the driver is here but when I called he said he's stopping someone else and it would take him 20 mins"	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-07-10 0:00:00	<p>"Apart from almost being runt over cause he stopped in diagonal in middle of the road. He completely denied I could know the way and took a detour through back road taking longer than a usual trip with abusive comments. Absolutely not the way you want to get treated. I was already late so couldn't get down but possibly one of the worst trips in my life"</p> <p>Item Description: Wallet red</p> <p>Share Details: Seat</p> <p>Do You Give Uber Permission To Share Your Phone Number With Your Driver?: Yes</p> <p>Enter The Best Phone Number To Reach You.: [REDACTED]</p>	Inefficient route	Reimbursed with credits
[REDACTED]	2017-07-06 0:00:00	"My driver literally stopped to let everyone pass first. If I wanted to be late for my doctors appointment I would've taken a bus and not an uber. At one point he stopped in the middle of mill rd to let someone cross the road and they're not even on any crossing at all. After that I told him if he could drive quicker because I'm about to miss my appointment and he replied, "There's no traffic so we should be there on time." This is probably one of the worst uber rides I've had. Please can you tell him to stop letting every car to pull out of the road. They're not the priority the customers are the priority. I would like to get a refund for this ride."	Lost item	Passed on contact details to driver to organised pickup
[REDACTED]	2017-06-08 0:00:00	"My driver literally stopped to let everyone pass first. If I wanted to be late for my doctors appointment I would've taken a bus and not an uber. At one point he stopped in the middle of mill rd to let someone cross the road and they're not even on any crossing at all. After that I told him if he could drive quicker because I'm about to miss my appointment and he replied, "There's no traffic so we should be there on time." This is probably one of the worst uber rides I've had. Please can you tell him to stop letting every car to pull out of the road. They're not the priority the customers are the priority. I would like to get a refund for this ride."	Slow driving	Apologised and explained safety is most important
[REDACTED]	2017-06-04 0:00:00	"I have to report this driver for being exceptionally rude, racist, driving me to the wrong location, and claiming that its my fault as opposed to driving to the adress I provided. Totally unprofessional and its disturbing that people like that are on the Uber system. Arguing with customers is anything but professional."	Alleged rude and racist behaviour / wrong destination	Refunded rider and advised driver against this behaviour
[REDACTED]	2017-05-20 0:00:00	[REDACTED]	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-05-18 0:00:00	Translation: "Reason for cancellation: My driver cancelled"	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-05-08 0:00:00	"It quoted 22 minutes for a pickup so I thought I hadn't accepted it and made other arrangements. If I'd realised I hadn't cancelled I would have done so immediately"	Driver cancelled- rider charged	Refunded rider
[REDACTED]	2017-04-28 0:00:00	"Drove up to us and left"	Driver cancelled	Explained cancellation fee not charged
[REDACTED]	2017-04-21 0:00:00	"We left the car at 11:01 but have been charged until 11:19. Please provide a refund for the excess time."	Mistimed trip (Driver did not end trip at destination)	Adjusted fare
[REDACTED]	2017-03-12 0:00:00	<p>Item Description: Black wallet</p> <p>Share Details: In a back seat</p>	Lost item	Advised to reach out to driver
[REDACTED]	2017-03-01 0:00:00	"I have been billed for a number of trips, including this one, which I never took."	Rider alleges they were charged for trips they did not take	Advised that trips have not been flagged as fraudulent and to check with family and friends
[REDACTED]	2017-02-01 0:00:00	"I missed my classes , because of long drive"	Inefficient route	Apologised to rider

