

Complaints Handling Policy

How to raise a complaint or dispute with RiderScore, what we do with it, and the timelines we work to.

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RiderScore Technologies Ltd · riderscore.co.ke

1. Who can complain

Any rider, institutional user, partner or member of the public may raise a complaint about RiderScore, its data, its scores or its conduct.

2. How to raise a complaint

Email complaints@riderscore.co.ke, or use the in-app support channel if you have an account.

Please include your name, a contact method, what happened, and what outcome you are seeking. Attach any supporting evidence you have.

3. What happens next

Acknowledgement: within 2 business days of receipt.

Assessment: we assign an owner, verify identity where personal data is involved, and gather records including audit logs and score snapshots.

Substantive response: within 14 business days. Where a matter is complex we will tell you why more time is needed and give a revised date.

Data protection requests are handled within the statutory timeframe that applies to them.

4. Data and score disputes

Where a complaint concerns the accuracy of a record, we contact the source of that record and mark the item as disputed while it is under review.

If the record is corrected, we recalculate the affected score and retain the prior snapshot together with the reason for the change.

5. Escalation

If you are not satisfied with the outcome, you may request internal escalation to a senior reviewer who was not involved in the original decision.

You may also refer a data protection matter to the Office of the Data Protection Commissioner, or pursue any other remedy available to you in law.

6. Records and learning

All complaints are logged with their category, outcome and resolution time. Trends are reviewed periodically so recurring causes are fixed at source.

We do not penalise anyone for raising a complaint in good faith.