# Uber Eats Feedback and Complaint Procedure

## 1 Introduction

Uber Eats encourages users to provide feedback to help improve the platform and service. This document outlines the procedure for submitting feedback and formal complaints.

## 2 Providing Feedback

Users can submit general feedback about their experience with Uber Eats directly through the app or website. After each order, you will be prompted to rate your delivery experience and leave comments. You can also provide feedback on specific issues such as food quality, restaurant service, or app functionality.

### 2.1 Steps to Submit Feedback

1. Open the Uber Eats app.

2. Navigate to the "Orders" section and select the completed order you want to provide feedback on.

3. Click on "Rate" and provide a star rating.

4. Leave additional comments in the feedback section.

5. Submit your feedback.

## 3 Filing a Complaint

If your issue is more serious, such as a recurring problem with a restaurant or a major service disruption, you can file a formal complaint. Uber Eats offers a direct channel for complaints through the app's "Help" section.

### 3.1 Steps to File a Complaint

1. Open the Uber Eats app.

2. Go to the "Help" section.

3. Select the order or issue you're filing a complaint about.

4. Choose the specific issue from the list (e.g., missing items, delayed delivery).

5. Provide detailed information about the problem.

6. Submit the complaint for review.

# 4    Resolution Process

Once a complaint is submitted, the Uber Eats team will review the details and may request further information. In most cases, issues are resolved within 48 hours. Depending on the nature of the complaint, a refund, credit, or further investigation may follow.

# 5    Conclusion

Uber Eats values customer feedback and strives to address complaints promptly. Following the outlined procedure ensures that your feedback is heard and that your complaint receives appropriate attention.