

# COMPLAINTS HANDLING POLICY

<b>Policy</b>	Pickering's Auto Group Complaints Handling Policy
<b>Purpose</b>	The purpose of this policy is to maintain and enhance the reputation of Pickering's Auto Group by providing customers with high quality customer service. We value customer complaints as they assist us to improve our products, services and customer experience.
<b>Scope</b>	This policy applies to all customers and employees of Pickering's Auto Group.
<b>For the purpose of this policy</b>	<p>"Pickering's Auto Group" will be referenced as "PAG".</p> <p>"Customer Resolution Report" will be referenced as "CRR".</p>

### Description:

PAG is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving complaints as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which PAG receives and manages customer complaints. PAG is committed to being consistent, fair and impartial when handling customer complaints.

### Responsibilities:

All PAG employees are required to:

- Understand and comply with the policy at all times while in the workplace or representing the organisation;
- Comply with the PAG Complaint Handling Process when undertaking complaint handling;
- Ensure their visitors, contractors etc are aware of the policy.
- Inform management if they believe the policy has not been upheld.



## Principles:

In this policy, a complaint means an expression of dissatisfaction by a customer relating to a customer experience or product provided by PAG. The policy applies to all Pickering's Auto Group employees.

The objective of this policy is to ensure that:

- Customers and employees are aware of the complaint lodgement and handling processes.
- All employees understand the complaint handling process and the expectations of their role in the facilitation of the process.
- Customer complaints are investigated impartially with a balanced view of all information or evidence.
- PAG takes reasonable steps to actively protect customer's personal information.
- Each customer complaint is considered on its merits taking into account individual circumstances and needs.

## How a complaint can be made:

If a customer is dissatisfied with their customer experience or product provide by PAG, they should in the first instance consider speaking directly with the staff member/s who they have been dealing with. If the customer is uncomfortable with this or consider the relevant staff is unable to address their concerns, the customer can then lodge their complaint with PAG in one of the following ways:

- By emailing us at: [enquiry@pickerings.com.au](mailto:enquiry@pickerings.com.au)
- By calling our Customer Service Team on (07) 4726 5555
- By writing to us at: Attn: Customer Service  
Pickering's Auto Group  
783 Flinders Street  
Townsville, QLD 4810

**In instances of a verbal complaint, it may deem necessary to respectfully request the customer to provide the complaint in writing.**



## Assistance when making a complaint:

The PAG staff member receiving or managing the customer complaint should provide assistance to the customer to submit their complaint. If the customer feels they need further assistance they may request to speak to the Department Manager. If the customer is still dissatisfied with the response, then they can request to speak directly with the relevant **General Manager**.

## The information we will need:

When we are investigating a complaint, we will be relying on information provided by the customer as well as information we already have. We may need to contact the customer to clarify details or request additional information. To assist us to investigate complaints quickly and efficiently, we ask customers to supply the following information:

- NAME AND CONTACT DETAILS
- NAME OF THE PERSON WHOM THE CUSTOMER HAS BEEN DEALING WITH
- THE NATURE OF THE COMPLAINT DETAILS OF STEPS ALREADY TAKEN
- DETAILS OF CONVERSATIONS HAD
- COPIES OF DOCUMENTS THAT SUPPORT THE COMPLAINT

## Recording Complaints:

When taking a complaint, we will record the customer's complaint on the PAG **CRR** recording customer name, contact details, vehicle details etc. We will also record all details of the complaint including the facts and the cause/s of the complaint and the outcome of any actions taken following the investigation. In addition, we will record all dates and times relating to actions taken to resolve the complaint and communications between both parties.

As part of our on-going commitment to continuous improvement, complaints will be monitored for identifying trends by management and rectification and/or remedial action taken to mitigate any identified issues.



## Feedback to Customers:

PAG is committed to resolving customer complaints at the first point of contact, however this will not be possible in all circumstances, in which case a more formal complaints process will follow in the form of the raising of a **CRR**.

PAG will acknowledge receipt of a customer's complaint within **one business day**.

Once a complaint has been received we will undertake an **initial review**, at which time we may determine more information is required. PAG will make contact with the customer at this point to attain this additional information.

PAG is committed to resolving complaints within **5 business days**, however this may not always be possible. Where we have been unable to resolve a complaint in 5 business days, PAG will inform the customer of the reason for the delay and provide feedback as to the progression of the complaint and a possible time frame for resolution.

If we have sought clarification or additional information from the customer and we are waiting on them to provide this information, PAG may not be able to meet the 5 business days' finalization commitment. In such circumstances upon receipt of the information from the customer, PAG will provide an indication of estimated finalization at this point.

Once we have finalised a complaint, PAG will advise the customer of the findings and any actions deemed necessary for resolution. This will be done in writing, unless it has been mutually agreed that we will provide this to the customer verbally.

The customer has the right to make enquiries about the current state of their complaint at any time by contacting PAG.



# COMPLAINTS HANDLING POLICY

## Seven Step CRR Procedure

<b>STEP 1</b>	<u>Acknowledge</u>	Within one business day of receiving the customer complaint PAG will acknowledge receipt of the complaint.
<b>STEP 2</b>	<u>Review</u>	PAG will undertake an initial review of the complaint to determine if any additional information is required from the customer.
<b>STEP 3</b>	<u>Investigate</u>	Within 5 business days of receiving the complaint, PAG will investigate the complaint objectively and impartially, by considering the information provided by the customer, our actions in relation to the past dealings with the customer, and all other information available to assist us in investigating the complaint.
<b>STEP 4</b>	<u>Respond</u>	Following the investigation, PAG will notify the customer of the findings and present the proposed resolution, which will include outlining action to be taken.
<b>STEP 5</b>	<u>Take Action</u>	PAG will carry out actions outlined to achieve resolution.
<b>STEP 6</b>	<u>Follow Up</u>	The employee that is managing the complaint and facilitating any resolution actions, will follow up the customer no later than <b>48 hours</b> after resolution to ensure the customer is happy with the outcome. At this point the <b>CRR</b> can be closed.
<b>STEP 7</b>	<u>Record</u>	PAG will record the customer complaint for continuous improvement and monitoring through regular review.



## When a customer complains about a PAG employee:

If a customer complains about a member of our staff, PAG will treat the complaint confidentially, impartially and equally (giving equal treatment to both parties). PAG will investigate the complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

PAG will also treat our staff member objectively by:

- Informing them of any complaint about their performance
- Providing them with an opportunity to explain the circumstances
- Providing them with appropriate support
- Updating them on the complaint investigation and the result

## Complaints under investigation by a regulator or other body:

If the customer complaint is currently being investigated by a relevant federal or state consumer protection regulator or other relevant body, we may cease to take further action in relation to the complaint pending finalization of their investigation.

## Our complaint escalation procedure:

Where possible, PAG will resolve customer complaints at the first point of contact. However, if we are unable to resolve a complaint in the first instance, we will undertake an investigation and provide the customer with feedback of our findings within 5 business days.

If the customer is not satisfied with how their complaint has been handled, or the resolution provided by PAG, we can advise which government bodies to approach to advice further action.



## Complaint Escalation Procedure

<b>Level 1</b> First Contact Resolution	<b>Level 2</b> Investigation – 5 Business day	<b>Level 3</b> External Review
PAG staff are empowered to resolve complaints wherever possible at first contact.	If the customer is not satisfied with the first contact response, they can request PAG to escalate their complaint. PAG will investigate the complaint and all the relevant circumstances and information surrounding the complaint and inform the customer of our findings.	If a customer indicates that they are not satisfied with the outcome, PAG will recommend further steps available to the customer.  These steps may involve contact with a regulatory body or manufacturer.

### Implementation and enforcement:

PAG Management is responsible for:

- Ensuring all employees and visitors are made aware of this policy
- Promotion of and compliance to this policy by their staff
- Involvement in the review of this document
  - Employees should inform the appropriate manager of anyone who fails to comply with the policy
  - All new employees will be made aware of the policy via on-boarding procedure and as a job description requirement.
  - Employees will be subject to disciplinary procedures proportionate to the offence if found to have acted contrary to the policy

