



CUSTOMER COMPLAINTS AND DISPUTES POLICY

Introduction

“A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by AAG or its staff, affecting an individual customer or group of customers”.

Aussie Automotive Group (AAG) is committed to achieving transparency and accountability in its administrative and management practices and hence needs an efficient and effective complaint handling process.

Purpose

AAG recognises the value of customer complaints as an important tool in monitoring and responding to customer expectations. In order for AAG to respond appropriately to complaints, the complaints should be properly recorded and assessed as part of an ongoing complaints management process.

The purpose of the AAG Customer Complaint and Dispute Resolution Policy (Policy) is to:

1. Recognise, promote and protect customers' rights to complain about their dealings with AAG.
2. Ensure that an accessible complaints management process is in place.
3. Take appropriate action to resolve complaints as required.
4. Provide a mechanism for resolving complaints in a timely, efficient and courteous manner.
5. Record, assess and review complaints on an ongoing basis in order to improve the products and services offered by AAG.

AAG acknowledges that a complaint may not always be legitimate and/or may be exaggerated. However, the same principles and procedures apply for all complaint resolution.

Objective

1. The objective of this Policy is to embed an effective and efficient complaints management process that is aligned with the Company's business values, core vision and strategic objectives.
2. This Policy applies to all employees and workers of AAG and all individuals who wish to make a complaint relating to the Company.
3. In developing this Policy, AAG has adopted industry best practice and ensured that its customer complaints management process is compliant with the Australian Standard AS ISO 10002-2006 'Customer Satisfaction – Guidelines for complaints handling in organisations'.
4. The Policy is also supported by the various Company policies and procedures that form part of our broader Governance Framework.

Policy Statement

1. AAG recognises that all individuals have the right to complain, have their complaint heard and be treated with dignity and respect. Any individual who makes a complaint also has the right to not be discriminated against as a result of making the complaint. This means customers will not be treated unfavourably, including in the AAG communicates and provides services both during the resolution of the complaint and once the complaint is resolved.
2. AAG recognises that complaints can often highlight gaps in our processes and encourages customers to raise issues so that they can be addressed.
3. The guiding principles from the AS ISO 10002-2006 'Customer Satisfaction – Guidelines for complaints handling in organisations' apply to the AAG in the following manner:



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Commitment - AAG members, the General Manager and Senior Management are committed to an integrated dispute resolution system and providing the necessary support and resources for the system to operate effectively (including the provision of appropriately trained employees, the implementation of an enterprise-wide internal complaints management process and the existence of a robust complaints reporting procedure).

Resources – AAG has deployed the necessary resources to ensure that the Internal Dispute Resolution process operates effectively and efficiently, and that complaints are managed by staff who have received sufficient training and are competent to deal with complaints that are received.

Visibility – AAG informs its customers of its complaints management process by making it publicly available at all times on the AAG's website www.aussieautogroup.com.au. Employees who also receive and/or manage complaints have a thorough understanding of the AAG complaints management process and can provide this information to customers upon request.

Accessibility – All individuals have the right to make a complaint to the AAG by any reasonable means (eg.in person, telephone, email, online and in writing).

Responsiveness – AAG will deal with and respond to complaints promptly and will keep complainants informed of the process and the progress of their complaint.

Objectivity – Each complaint is addressed in an equitable, objective and unbiased manner. AAG recognises the need to be fair to both the complainant and any employee involved in the handling of the complaint.

Charges – AAG does not charge customers for the lodgement and processing of complaints.

Confidentiality – All complaints are recorded and dealt with in the strictest confidence. Personal information of the complainant is accessed only as necessary, and only for the purposes of addressing the complaint. All personal information is treated by the AAG consistent with its obligations under the Privacy Act.

Customer-focused approach – AAG is committed to the efficient and equitable resolution of complaints and acknowledges each individual's right to complain.

Accountability – Complaints are reported to Senior Management and to the AAG General Manager as considered appropriate. An overview of complaints statistics is reviewed and audited as part of our Quality Management System.

Continual Improvement – AAG has established a complaints management and tracking system to ensure that systemic problems are identified, classified and analysed. The AAG Internal Dispute Resolution process is reviewed on an annual basis to ensure it is delivering effective outcomes.



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Definition of a Complaint

A complaint:

1. The expression of Dissatisfaction may be related to the AAG's products, services, policies, procedures or the complaints management process. It is to be differentiated from an 'Enquiry'.
2. Is an expression of dissatisfaction with the way that the AAG conducts its business and could be an Expression of dissatisfaction with any of the following:
3. the AAG's policies or procedures,
4. determinations or decisions made by the AAG, its officers or agents
5. level or quality of service provided by AAG,
6. charges levied by AAG
7. behaviour of a AAG employee or agent, which can be investigated and acted upon
8. Is a formal statement usually received in writing, by e-mail or by informal means to the General Manager, AAG members or staff.
9. May require a senior level of involvement to resolve the matter.
10. Is distinct from a request for service, however a request for service may develop into a complaint where the provision or timeliness of the service is considered unsatisfactory.
11. Complaints lodged about decisions made within a structured process are not treated as 'complaints' for the purposes of the complaints management process described in this document. A structured process is where legislation specifically provides for an appeal, or an internal or external review of a decision.

Complaints **do not** include:

1. A request for service (unless there was no response to a first request for service);
2. A request for information or an explanation of a policy or procedure;
3. Disagreement with a AAG policy; or
4. Reports of damaged or faulty infrastructure

This Policy **applies** to customers who:

1. Raise complaints on the level of services provided;
2. Raise complaints on the standard of service provided;
3. Have concerns regarding the conduct of a worker; or
4. Have concerns regarding the processes in relation to the assessment of products and services performance.



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Operation Procedure

How to Submit a Complaint

Customers can provide their complaint to AAG in several different ways including:

- in writing via letter to 93 Balham Road, Archerfield 4108 QLD.
- by email to confidential@aussieautogroup.com.au.
- by completing a customer complaint form on AAG's website www.aussieautogroup.com.au
- By completing one of the AAG's Complaint form which are available in AAG Customer Manuals.
- By ringing the AAG office on 1300 215 174.
- By making an appointment to see the AAG's General Manager or one of the AAG's senior managers.

AAG staff will assist a customer to make a complaint when requested. Assistance could include provision of information, assistance with the procedure and/or lodging of the complaint form/documentation.

Procedure for Handling the Complaint Report Form

Upon receipt of the Complaint Report Form the Officer receiving the request shall:

1. Ensure all details have been entered correctly on the form.
2. Write his/her name, title and date in the space provided.
3. Give the Complainant a duplicate copy of the form for their record purposes.
4. Forward the original to the Records Section for logging into the Complaint Register.
5. Once the complaint form has been registered, the Complaints Department shall forward it for consideration to the relevant Manager (or General Manager, if appropriate) for review, investigation, remedial action and response.
6. The Manager (or General Manager if appropriate) may direct an appropriate Officer to investigate the complaint and respond as necessary.

Acknowledgement of Complaints

Upon receipt of a complaint by letter or email, the AAG will provide the complainant with a written acknowledgement of their complaint as well as the contact details of the staff member who will be managing their complaint.

Response

1. Responses must be comprehensive and deal with all the issues contained in the complaint. The response must be accurate because an inaccurate response undermines the credibility of the organisation
2. All complaints will be regarded seriously and will be dealt with in the shortest possible time, and every endeavour will be made to resolve complaints satisfactorily



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3. The relevant Manager (or General Manager) will make contact with the complainant to inform them of the investigation outcome and, if required, further actions taken. This contact may be made in person, via telephone or via written response
4. AAG will strive to respond within 7 days of receipt of the complaint. Where the matter needs AAG consideration or detailed investigation (especially complaints about third parties) the complainant will be notified of the next AAG meeting date or when investigations may be concluded and when they can expect a final response.

Finalising Documentation

The relevant manager will complete the complaint documentation outlining response and/or actions taken and return it to the Administration Officer for input into the Complaint Register.

If complainants are not satisfied they may seek for the General Manager to review the complaint and response.

Operation Procedure

Regular reporting is important for the identification of improvement opportunities for the AAG. At least monthly the Management team will review the Complaint Register so that trends can be reviewed, successes reported and the AAG's processes can be continuously improved. It will also enable the General Manager to monitor if no action has been taken by any officers who have been given the task to deal with a complaint.

External Review

While the AAG prefers to work with its customers to resolve complaints quickly and effectively, a complainant will always retain the right to seek other forms of resolution, such as contacting the Ombudsman, or taking legal action at any time. Note however that as a general rule, the Ombudsman prefers a complaint to be addressed by AAG in the first instance, unless this is not appropriate in the circumstances.

Review & Evaluation

The effectiveness of this Procedure will be reviewed once in the term of the AAG by the Management Team.

Availability of Procedure

This Procedure will be available for inspection at the AAG Office during ordinary business hours and on the AAG's website www.aussieautogroup.com.au. Copies will also be provided to interested parties upon request.

Aussie Automotive Group

3 August 2021