

Mike Carney Toyota Complaint Handling Procedure

Version 2 Jn 2022

| | Who | Time |
|---|--|-------------------------|
| 1. Incoming Guest Complaint / TMCA Request for Information DCS/GEC | All Dealerships Staff 1. Dept Mgr/GEM 2.Ops Mgr/Gen Mgr | 1/2 Hr |
| ✘ Try to put the call through to the Guest Experience Manager (GEM) or if not contactable please follow below steps and pass details onto GEM, Dept Mgr and GM | | |
| ✘ Who: Identify all people involved & record names, addresses and contact details | | |
| ✘ What: Identify and list as many details as can be gathered | | |
| ✘ When: Determine the actual dates and times of when incidents occurred | | |
| ✘ Where: Gather details about where the complaint occurred | | |
| ✘ How: Understand how the situation occurred | | |
| ✘ How Much: Assess the impact and potential cost of the complaint and resolution | | |
| ✘ Once all details are obtained explain to guest what steps will be taken to resolve problem and then pass all information gathered onto relevant Managers | | |
| 2. Relevant Manager to verify facts and check guest information/relationship | GEM/Dept Mgr | |
| ✘ The staff in charge of handling complaints may need to check with the guest to get the full picture of the situation | | |
| ✘ Determine whether the complaint is classed as a Serious Complaint | | |
| ✘ Highlight the root cause of the complaint: eg. Failing to satisfy guest by only responding to the vehicle quality aspect of complaint and not the dissatisfaction with the Dealer, such as insincere response from Dealer. | | |
| 3. Investigate complaint & establish root cause | Dept Mgr | |
| ✘ Investigate the reasons for the complaint internally with all relevant staff and departments | | |
| 4. Reappraise seriousness of complaint & determine degree of responsibility and resolution | Dept Mgr / Gen Mgr | 24 Hrs |
| ✘ For serious complaints Dealers should report the incident to Toyota Australia via their Regional Office | | |
| ✘ Verify the data gathered and the complaint handling process again to determine the possibility of the complaint escalating into a serious complaint (eg. Safety issues, guests insist on disclosing information to mass media or third party organizations (Consumer Affairs, Fair Trading, court of law) | | |
| ✘ Based on the investigation results, determine the degree of responsibility and how best to handle the matter (<i>remembering to consider not just the degree of responsibility but also the relationship with Dealer, prevention of escalation, avoidance of prolonged complaint handling process</i>) | | |
| 5. Explain decision to guest | GEM / Dept Mgr / Other Relevant Staff (eg Workshop Mgr) | |
| ✘ Decide who will provide the explanation (<i>e.g. senior management or someone who can provide technical explanations</i>) | | |
| ✘ Prepare material to be used for the explanation in an easy to understand format | | |
| ✘ Explanation procedure: Explain the investigation and the results, explain the handling method, discuss the solution of the complaint | | |
| ✘ If guest is not happy with the resolution provided nominated representative to advise all parties and Dealer Rep is to refer guest complaint to TMCA GEC 1800TOYOTA (1800 869 682) and then provide guest GEC contact details if they require them | | |
| 6. Follow up that the agreed action has been carried out & check guests satisfaction | GEM | Day after remedy |
| ✘ Set a reminder for day after fix is done to confirm that the action agreed on with the guest has been properly carried out (eg diary, Outlook) | | |
| ✘ Make a follow up call with guest to be sure the guest is satisfied with the outcome | | |
| 7. Review results and share information/Incorporate kaizen points to prevent recurrence | GEM | Day after remedy |
| ✘ Review the results and share the information at regular meetings, actively incorporate the kaizen points as examples to prevent recurrence | | |
| 8. Record all details of complaint for tracking | GEM | Day after remedy |
| ✘ GEM to record all details in Complaint Register for General Manager to review and to enable recognition of trends occurring | | |