

# TOYOTA

## DEALER BULLETIN

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### **Customer Complaint Handling Manual**

#### **Introduction**

As Consumer and Regulator expectations increase, it is necessary for Toyota and the Toyota Dealer Network to ensure robust and transparent Complaint Handling standards and processes exist. To support these expectations, we are introducing a Customer Complaint Handling Manual. The Manual set's out best practice principals and guidelines for Toyota Customer Complaint Handling, effectively and efficiently whilst aligning with relevant legislation.

#### **Objective**

The Manual being introduced is based on the principles, framework and guidelines outlined in the Australia/New Zealand Standard – Guidelines for Complaint management in organisations (AS/NZS 10002:2018)

Aligning with this standard will.

- Improve Customer awareness, transparency, and experience of Toyota Complaint Handling.
- Reduce regulator risk to Toyota and Toyota Dealers.
- Establish standardised and best practice framework for all Toyota and Toyota Dealer Employees to address Customer Complaints.
- Strengthen Toyota Customer Happiness through efficient and professional Complaint Handling.
- Ensure Customer confidence Complaints are taken seriously and resolved in an efficient and professional manner.

#### **Request**

Please study and distribute the Toyota Customer Complaint Handling Manual accompanying this bulletin and use as a foundation guide to strengthen Complaint Handling standards and processes within your Toyota Dealership, working towards alignment with the Standard.

Kind Regards,

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