



Customer Complaint Handling Policy Statement

- We at AI Ghandi Auto group are committed to delivering high quality professional services to our customers.
- We are committed to resolve all complaints as per contractual, warranty and legal compliance requirements
- Customer feedbacks and complaints are a vital way of ensuring that we provide the best possible product and service to our customers We recognizes that it is important that customers have the right to complain and be heard and have the right to receive a response.
- We are committed to resolve customer complaints in a prompt and satisfactory manner in order to promote and achieve great customer service and customer satisfaction.
- At all times, complainants will be treated in a polite and courteous manner and be provided with complete and accurate explanations regarding their complaint and resolved in an efficient, fair and quick manner.
- AI Ghandi Auto group and all the group companies will endeavor to resolve complaints at the first point of contact, however in the event this is not possible, delegated levels of authority will exist should the complainant's wish to escalate their complaint.
- Our complaints handling procedures are consistent with AS/ISO 10002:2018 Customer satisfaction – Guidelines for complaints handling in organizations.
- In line with the requirements of this standard AI Ghandi Auto group will:
 - Seek feedback and suggestions for improvement proactively from our customers.
 - Welcome complaints from customers who are dissatisfied with our decisions, actions or services.
 - Provide accessible, transparent and accountable customer complaint handling processes.
 - Recognize customer feedback and complaints as opportunities to build knowledge and improve services.
 - Provide courteous, professional, quality service.
 - Receipt of each complaint should be acknowledged to the complainant immediately (for example via post, phone or e-mail) within 24 working hours maximum.
 - Complaints is to be resolved within 3 days for normal cases (car inside the workshop and parts available), for other support/long drawn cases/customer still driving his car and shall bring at his convenience the resolution time depends on the nature of concern.
 - We are committed to continuous improvement of Complaints management by conducting regular reporting and monitoring as well as external customer surveys to identify areas of potential improvement.

Mark Frank Jenkins
Chief Executive Officer

10th July 2020