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Customer Complaint Procedure
Johnsons Truck & Coach Service Pty Ltd.

At Johnsons Truck & Coach Service Pty Ltd, we value our customers and are committed to providing high-quality services across our Sales, Service, and Parts departments. To ensure we meet your expectations, we have established a clear and effective complaint resolution process. If you have any concerns or complaints, please follow the procedure outlined below:

1. Lodging a Complaint

We encourage customers to lodge complaints promptly for timely resolution. Complaints can be made via any of the following methods:

In Person: Visit any of our service centres or offices to speak directly to a representative.

By Phone: Call our customer service line on (03) 50 244 666.

Email: Send an email detailing your complaint to info@johnsonstrucks.com.au

Online: Submit your complaint through our website www.johnsonstrucks.com.au

When lodging a complaint, please provide the following information for us to process it efficiently:

- Your full name and contact details (email and/or phone).
- Invoice or job number, vehicle details (if applicable), and any relevant service details.
- A clear description of the issue or concern.
- Any supporting documentation (e.g., receipts, warranty paperwork, photos).

2. Acknowledgment of Complaint

Upon receiving your complaint, we will:

- Acknowledge receipt of the complaint within 2 business days.
- Provide you with a reference number for future correspondence regarding the complaint.
- Advise you of the next steps and expected resolution timeframe.

3. Investigation and Review

- A dedicated representative from our Customer Service Team will be assigned to investigate your complaint.
- Depending on the nature of the complaint, we may liaise with other departments such as Sales, Service, or Parts to gather all relevant information.
- If further information is required from you, our team will reach out to ensure a thorough investigation.

4. Resolution and Response

- We aim to resolve all complaints within 10 business days of acknowledgment.
- If a resolution takes longer, you will be informed of the reason for the delay and an updated timeframe for resolution.
- After investigating the matter, we will provide you with:
 - A detailed explanation of the issue.
 - The proposed solution or corrective action.
 - Steps to prevent recurrence (if applicable).

5. Escalation Process

If you are not satisfied with the outcome or handling of your complaint, you may request an escalation by contacting our Customer Service Manager. The escalation process includes:

- A secondary review of the complaint by senior management.
- A response from senior management within 5 business days.

6. External Dispute Resolution

If the complaint remains unresolved to your satisfaction, you have the option to seek advice or mediation through external agencies such as:

- Fair Trading or other relevant consumer protection agencies.
- Industry Ombudsman or Automotive Industry Association (if applicable).

7. Continuous Improvement

We take customer feedback seriously. All complaints are logged and reviewed regularly to identify trends or areas for improvement. This helps us ensure that we are continuously improving our services to better serve our customers.

Contact Us

For any further queries, please feel free to contact our Customer Service Team at:

Phone: (03) 50 244 666

Email: info@johnsonstrucks.com.au

Website: www.johnsonstrucks.com.au

Thank you for choosing Johnsons Truck & Coach Service Pty Ltd. We appreciate your business and your feedback!

V O L V O

