

Sci-Fleet Toyota Complaint Handling Procedure

Your feedback is important to us.

At Sci-Fleet Toyota, we pride ourselves in providing an outstanding customer experience and understanding our customer needs. Therefore, every enquiry, suggestion, concern and compliment proactively assist us and our commitment to providing the utmost positive customer experience possible. This is why we have a dedicated and committed Customer Relations Team, headed by Jessie Champion – our Customer Relations Manager.

Please share your experience at Sci-Fleet Toyota:

If you feel that your experience at Sci-Fleet Toyota has been less than exceptional, we encourage you to forward your concerns to our Customer Relations team. All complaints should be addressed to;

Sci-Fleet Toyota

Attn: Customer Relations Manager

PO Box 52

LUTWYCHE QLD 4030

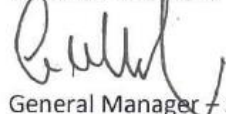
You can also find our Customer Feedback form on our website;

<https://scifleettoyota.com.au/enquiry/feedback>

Sci-Fleet Toyota's Complaint Handling Policy.

It is Sci-Fleet Toyota's preferred outcome to resolve customer concerns **within (5) five business days**. The matter will be forwarded to our Customer Relations team and you will be contacted by one of our staff members to discuss the issue further. Our team will actively seek to provide an appropriate and effective resolution to the raised concern. However, in the event that the complaint is rejected, written explanations will be given and advice supplied as to other resources available.

Cameron Wickbold



General Manager – Service Operations

Steve Duncan



General Manager – Sales & Marketing

Effective: January 2025

Sci-Fleet Toyota

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F 07 3862 0998

Taringa

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T 07 3720 7000
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Head Office

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OH WHAT A FEELING