

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 assists 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 (7) seven 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 2024

Sci-Fleet Toyota

Kedron

469 Gympie Road
Kedron, QLD 4031
T 07 3361 000
F 07 3361 0001

scifleettoyota.com.au

ABN 25 057 783 749

Brendale

55 South Pine Road
Brendale, QLD 4500
T 07 3862 0999
F 07 3862 0998

Taringa

118 Moggill Road
Taringa, QLD 4068
T 07 3720 7000
F 07 3720 7001

Head Office

59 Kitchener Road
Kedron, QLD 4031
PO Box 52
Lutwyche, QLD 4030
T 07 3720 7000
F 07 3720 7001