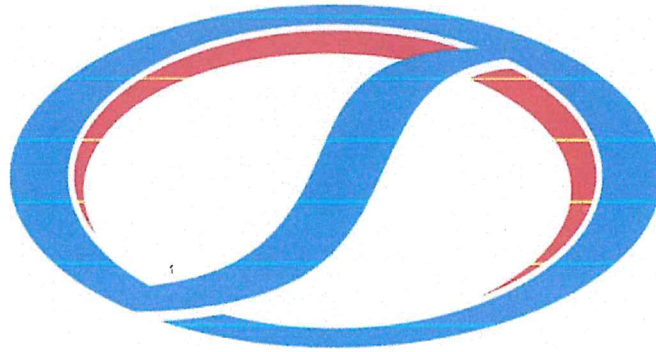




STANTECH MOTORS LIMITED

Customer service and support system

❖ Customer service and support system

1. The copy of the policy is available
2. Values that customer service is anchored on;
 - i) Communicating honestly, courteously and knowledgeably.
 - ii) Greeting and treating our customers promptly, cheerfully and respectfully.
 - iii) Providing follow-ups to our customers promptly, responsibly and efficiently.
 - iv) Anticipating the needs of our customers and planning accordingly.
 - v) Being accountable and transparent to our customers.
 - vi) Listening carefully and giving full consideration to the requests and concerns from our customers.
3. Personnel responsible for the account management
 - i) Our Business Development Executives.
 - ii) Finance personnel.
 - iii) The Workshop Manager and the Supervisors.
4. How customers follow up on their orders
 - i) Once a vehicle has been booked and a repair authority received, it is allocated to a service advisor.
 - ii) In liaison with the advisors, the customer care department keep constant communication with the customers.
 - iii) The customers contacts the customer care department and obtain updates on all orders including getting a quotation, verify delivery timelines, status of the repairs and any other clarifications, up to and when the repairs are complete and the vehicles are released.
5. How customers complaints are monitored and resolved;
 - i) The company has ensured that all customers are informed of the process for customer complaint (both informal and formal) through publicity materials (brochures, website, notice boards, posters, verbally etc).

- ii) Where a complaint is received informally the customer will be informed of the outcome by the company either verbally or in writing.
- iii) Where a complaint is received formally in writing or lodged on the Formal Customer complaint Form the customer will be informed of the outcome in writing (by letter or email).
- iv) All documentation relating to formal customer complaints received will be registered and tracked on the Customer complaints Register and filed appropriately.
- v) Where feedback/enquiry/complaint is made anonymously it is incorporated into the company's continuous improvement processes where appropriate.
- vi) When a feedback/enquiry/complaint is received, the same is forwarded to the relevant department or person for appropriate action. The complaint shall be handled as per the procedure for nonconformity and corrective action.
- vii) The relevant department or person will liaise with the customer and *provide a written response within 2 working days from receipt of the complaint and ensure that the issue is resolved. Written response will include the outcome of the complaint, reasons for the decision, any changes which have resulted from the complaint, an apology where appropriate, and information about the option to appeal against the decision and with whom. And that any appeal must be received in writing by STM within 5 working days of the customer receiving the response letter.*
- viii) Once the issue has been finalized all documentation, including any replies, meeting notes, file notes and the workflow action sheet are used to update the complaint register and filing of the same done.
- ix) The company collects data and maintains records of the complaints received and their outcomes. These data is then analyzed to identify systemic issues. The Customer care officers then prepares reports for management review and relevant actions are taken tom address the systemic issues noted to prevent reoccurrence.



Rosemary Mwambura

The General Manager

Date: 05/03/2020