



**CAR & GENERAL (KENYA) PLC**  
**Compliments, Suggestion and Complaints Policy 2021**

### Introduction

This policy covers complaints, compliments and suggestions received by Car & General (Kenya) Plc. As per our philosophy of making customers smile in every street, in every town, our aim is to deliver first class products and services to all our customers.

However, we recognize that things do go wrong sometimes and that the products and services we offer may not always meet customer expectations or the expectations of those affected by the services we offer. Customers are often in the best position to make suggestions to improve on the services they receive and equally, when things go right Car & General needs to know this too.

This policy is designed to give us the opportunity to put things right quickly, effectively and efficiently and to learn from complaints, through compliments understand where things are going right and through suggestions where we can improve our services.

### Principles

- Complaints will be investigated seriously, objectively, wholly and promptly in a professional and confidential manner
- Communication with complainants will be polite and courteous
- We aim to resolve complaints without the need to escalate them
- We aim to resolve complaints ourselves without the need for external intervention
- We will explain to complainants how we will deal with complaints and how they can be progressed to the next stage if the complainant remains dissatisfied
- We will regularly review complaints, complaint resolution and the suggestions we receive and endeavour to learn and improve services as a result
- We will measure performance of our complaints service

### What is a complaint?

We define complaints as “an expression of dissatisfaction about the standard and/or quality of a service, action or the lack of action provided to customers by Car & General, its staff and/or its contractors. Complaints can include but are not limited to;

- The level of service a customer received was not acceptable or delayed unreasonably
- Car & General did not act within its own policies and procedures or timeliness
- Staff were not courteous or where unhelpful or gave the wrong advice or made errors
- The conduct of staff, our agents or contractors towards customers was not acceptable
- A customer considers that Car & General has unfairly discriminated against them

### **What isn't a complaint?**

Issues reported to us that we do not define as complaints in the first instance are:

- A request for service
- A request for information
- An enquiry
- An explanation of policies and procedures
- External issues that the company cannot control
- Repairs that are still outstanding but within our published timelines 3
- Any complaint where more than six months have elapsed between the cause of the complaint and it being brought to the attention of Car & General. In such cases Car & General can apply discretion on if we accept the complaint.
- Formal complaints by staff will be dealt with via Car & General's internal staff policies and procedures.

### **Who can make a complaint?**

Complaints can be made by anyone using our products and services or affected by the operations of Car & General. Complaints can also be made on behalf of a complainant for example advocate, or a relative, carer, a solicitor or any other individual with power of attorney. In such cases, responses will in the first instance be addressed back to the complainant unless they give written permission for responses to be sent elsewhere. If a number of people make the same complaint (such as a deputation or petition) we will deal with this as one complaint. Any response will in the first instance be sent to the person submitting the complaint on behalf of the group unless we are otherwise advised. We will provide assistance to any customer who needs help to make their complaint.

### **How can complaints be made?**

**In person** through any member of staff who works for Car & General, by visiting into our various branches and outlets

**By telephone** by calling +254-20-6943000/100, cell: +254-722-209876/3, toll free 0800724600, our staff will be happy to take and register your complaint

**By letter** to, Head of Communications, Car & General (Kenya) Limited, New Cargen House, Lusaka Road, P.O Box 20001 – 00200, Nairobi

**By e-mail** [info@cargen.com](mailto:info@cargen.com)

**By going on line** By completing the template on the Contact Us page of the website which can be found at <http://www.cargen/contact-us/>

**By social media** through and social media handles: Facebook: Car and General, Twitter: Car and General Ltd, Instagram: Cargenkenya, LinkedIn: Car and General

## **Compliments**

Compliments can be made the same way as complaints; can be about individual staff members, teams or generally about the services it provided. They let us know that we are providing a good service and will acknowledge all compliments and pass them on to the person who the compliment is about and their manager.

## **Suggestions**

We welcome suggestions from customers that will help us enhance the customer experience. As the recipients of services, customers are often best placed to advise us how to improve on what we do. Suggestions can be made the same way as complaints. Suggestions are periodically reviewed by the Management Team.

## **Unreasonable or vexatious complaints**

There are occasions when complainants can act in a way that staff might consider unacceptable. And whilst it is understood that complainants can sometimes become frustrated, we will not tolerate behaviour which is deemed unacceptable, threatening, abusive or unreasonably persistent.

An unreasonable complainant can be characterized by any of the following:

- Actions which are harassing, prolific, repetitive or obsessive
- An insistence on pursuing unsubstantiated complaints
- An insistence on pursuing a complaint in an unreasonable manner

A complainant, or anyone acting on their behalf, could be deemed to be unreasonable or vexatious if one or more of the following behaviours apply to them, including but not limited to:

- Refusing to co-operate within the complaints investigation
- Insisting on the complaint being dealt with in ways which are not within this Policy
- Persistently making malicious unfounded allegations against other customers or staff.
- Making unnecessary excessive demands on time and resources
- Continually raising subsidiary, trivia, previously resolved issues or newly stated issues relating to the complaint whilst the complaint is being addressed
- Persistently approaching Car & General through different routes about the same issue
- Electronically recording meetings and conversations without the prior knowledge and consent of the other person(s) involved

We will always take great care and make sure that we have clear evidence before recommending any action to be taken with regard to unreasonable and vexatious complainants. Examples of actions that will be taken include:

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- Limiting the complainant to one medium of contact or with one named staff member
- Time limits on the number and duration of contacts with staff per week or month
- Refusing to register and process further complaints about the same or resolved matters
- Apply a formal warning to the complainant which may involve other policies such as the Anti-Social Behaviour policy

The above actions will be considered by the Senior Management Team who will receive a written report on the case. If it is agreed that the matter falls into the category of unreasonable or vexatious, complaints will subsequently write to the complainant to inform them that:

- A decision has been made
- Why it has been taken
- What it means for the complainant to future contact with Car & General
- How long the action(s) will last
- What the complainant can do to have the decision reviewed

### Anonymous Complaints

Anonymous complaints cannot go through our Complaints, Compliments and Suggestion Policy but we will still (as far as is possible/ practical) investigate the complaint as we would any other.

### Legal Action

Where a complaint is also accompanied by legal action, the complaint will be suspended whilst legal action is taking place if the matter that is the subject of legal action has also been raised as a complaint.

### Complaints Resolution

**Stage 1** - Informal Resolution (two working days from the date of acknowledgement)

Our staff will aim to resolve all complaints at this stage. If a complainant remains dissatisfied following attempts to informally resolve, their complaint will be moved to the second stage of our process

**Stage 2** - Formal Resolutions (five working days from the receipt of the complainant's dissatisfaction)

It is the responsibility of the management to manage Stage 2 complaints via our Complaints, Compliments and Suggestion Procedures

**Stage 3** Complaints Panel – (ten working days from the customer indicating their dissatisfaction with the response to the complaint). It is the responsibility of the Head of Communication to oversee complaints that cannot be resolved at Stage 1 and Stage 2 and that go to the Complaints Panel.

**Our Complaints Panel** will consist of one senior manager, and either the Chief Executive or Managing Director who has not been involved in the complaint previously.

### **Using and Reporting Feedback**

All information that is recorded via our Complaints, Compliments and Suggestion procedures is an opportunity for us to learn about what or how we change to improve our services. We will record and monitor Complaints, Compliments and Suggestions to learn from feedback.

Action against the timelines detailed in our Complaints, Compliments and Suggestion procedures will be monitored by Head of Communication as will the quality, completeness and satisfaction with responses.

We are accountable to our Board of Directors, regularly reporting our complaints handling performance and lessons learned to the Chief Executive and the Managing Director, other fora as well as.

### **Conclusion**

This policy aims to ensure Car & General has an effective system in place to manage complaints, suggestions and compliments and that we comply with any legal requirements, regulations, guidelines and best practice. It also aims at ensuring that our complaints and compliments process is fair and transparent and does not discriminate directly or indirectly and that the complainant feels free to complain without fear of reprisals and are treated with courtesy, respect and compassion.

The policy aims at ensuring that all complaints and suggestions are promptly addressed, resolved and shared within the agreed timescales to ensure lessons are learnt and the learning improves service quality and delivery. It also ensures that staff at all levels within Car & General understand their roles and responsibilities with regard to handling complaints, suggestions and compliments.

A full record will be held of all complaints received regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution. A record of the complaint will also be held by the company

**Raphael Ndakala Atanda**

**Head of Communications**

**Car & General PLC**