

Policy Statement

At Almajdouie Motors, we provide an exceptional customer experience that aligns with Our Values and with the high standards of the automotive industry. We believe that effective handling of customer complaints is Important to our success and continuous improvement.

Our approved Customer Complaint Management Policy is a declaration of our intent to establish and maintain an effective Customer Complaint Management System (CCMS) that complies with the requirements of the ISO 10002:2018. We recognize that customer feedback, including complaints, offers invaluable insights into our service quality and customer expectations. Therefore, we embrace each complaint as an opportunity to enhance our services and strengthen customer trust.

Commitment:

- 1. Accessibility:** We will ensure that information regarding the process of complaint handling is readily accessible through Almajdouie Website to all customers, clearly outlining the methods to submit complaints.
- 2. Responsiveness:** We pledge to acknowledge receipt of each complaint promptly through Our Complaint Management System and to resolve all issues in a timely and efficient manner according to the services Level agreement with the operation management, with the aim of achieving customer satisfaction and maintaining the integrity of our services.
- 3. Transparency:** We commit to maintaining transparency throughout the complaint handling process. Our processes will be clear and well-documented, allowing customers to track the progress of their complaints and to be informed of the outcomes through Our Contact Center Via Toll- Free Number: Almajdouie Stellantis **8003040999** / Almajdouie Changan **8003040888** /Almajdouie Hyundai **8003040777**.
- 4. Objectivity:** Every complaint will be treated with impartiality and fairness. We will address each complaint without prejudice or bias, ensuring a fair outcome for all parties involved.
- 5. Confidentiality:** We assure the confidentiality of all complaints and personal information received, handling such details with the utmost respect and privacy, in accordance with relevant data protection regulations and Internal Policies.
- 6. Customer-focused approach:** Our Customer Complaint Management System will be customer-centric, actively seeking feedback through Our Customer Experience Representatives to improve customer services. Our goal is to foster a customer-focused culture within our organization, as evidenced by our diverse services and customer engagement.
- 7. Accountability:** We will take responsibility for our decisions and actions in managing and resolving complaints, ensuring that our management team is engaged and that our staff are empowered to resolve issues effectively.
- 8. Continuous Improvement:** Our Customer Complaint Management System will be a cornerstone of our continuous improvement strategy. We will regularly review and analyze complaint data to identify trends and root causes, applying these insights to improve our service quality and performance.

Implementation

To implement The Customer Complaint Management policy, Almajdouie Motors will establish clear procedures and designate roles and responsibilities within the organization. We will provide training for our staff to ensure they understand the importance of the Customer Complaint Management system and possess the necessary skills to implement it effectively.

Review

This policy will be reviewed according to the internal control of documented Information policy to ensure its continued relevance and effectiveness, incorporating feedback from customers and the performance of our Customer Complaint Management system.

Almajdouie Motors