CAR SERVICE CITY

A CUSTOMER COMPLAINED TO RMI/MIOSA/LEGAL WHAT NOW?

- ## Reasons why the checklist is required.

  If a customer escalates their complaint to RMI or MIOSA, this is due to them feeling like their complaint wasn't handled correctly by either the branch or Head Office. When a complaint is lodged at RMI/MIOSA or with a Lawyer, it is important that the branch and Head Office supplies them with all the correct paperwork. The checklist will ensure that all correct processes and documents are submitted timeously.

  A complaint should only be submitted by the customer to RMI or MIOSA after Head Office has provided their conclusion, as any open complaints will not be accepted by them. Once a complaint has been received at RMI/MIOSA, the branch and Head Office has a set amount of working days to submit their response (unless advised otherwise)

  RMI-3 WORKING DAYS

  MIOSA-10 WORKING DAYS

  All branches need to notify the Head Office within 24 hours if they have received a complaint from RMI/MIOSA. Head Office will need this for record purposes as well as to assist the branch with correspondence and monitor the progress of the complaint.

- ## What must be submitted when a complaint is lodged at RMI/MIOSA?

  The same information that would have been sent for a Head Office complaint, will need to be sent to RMI/MIOSA. Before submitting any response or documents, please run through them with Head Office CRM department first, they will ensure that all paperwork and responses are in order.

  1. 5-page RO signed by the customer.
     Terms & Conditions initialled and signed by the customer.
     62 Point Check signed by the technician.
     Managers checklist signed by the customer and the Branch Manager.
     Invoice for work done signed by the customer.
  2. Check that the correct OPE & RR Codes were used on the repair order and invoice.
  3. Suppliers' invoices relating to the work done on the customer's vehicle.
  4. Any additional documents related to the complaint.
  5. A Full report detailing the events, explaining, and stating their position on the complaint.

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6. Any Communication with the customer that relates to the complaint (Emails or recorded phone calls)

- ## Complaint lodged at RMI.

RMI is the first escalation body that a customer can go to if they are unsatisfied with the feedback from the Branch/Head Office. The RMI will request a full report based on the complaint submitted by the customer. Once the RMI has looked through all the information received from the customer and the branch, they will provide a suggested resolution. This resolution is not legally binding and if either the customer or the branch is not happy with the findings based on the evidence they provided, the matter can still be escalated to MIOSA.

- ## Complaint lodged at MIOSA.

MIOSA is the highest escalation body that the Head Office will be involved with. All MIOSA rulings are legally binding and can be appealed. Should the branch/customer disagree with the ruling of the complaint it can be escalated further through a lawyer, however, this will have a financial cost to the customer. Head Office does not advise a complaint to be escalated to MIOSA if the branch knows they are liable or at fault.

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- ## Complaint lodged at Lawyers.

If a customer complaint has been escalated to a lawyer and becomes a legal matter, the branch owner will be liable for his/her own defense/representation. Head Office will only be able to assist in a supporting role.

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- **Standard Car Service City conclusion template.**

  Greetings

  Standard

  Good day, Mr./Mrs. (Surname),

  Trust this mail finds you well.

  Please find our response below in line with your complaint

  RMI/MIOSA

  Good day,

  To whom it may concern

  Dear Mr./Mrs. of the Motor Industry Ombudsman of South Africa.

  Please find our response in line with the complaint made by (Customer Name & Surname) below.

  Body

  The body if the response aims to explain the timeline of the events, detailing when the work was done, what work was done and by who's authority was the work done.

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RECEIVING A COMPLAINT FROM RMI/MIOSA	
Branch:	
Manager:	
Date:	

Step No	Process	Completed	Comment
1	**Head Office notified of complaint received from RMI/MIOSA**		
2	**Branch gathers the below information and sends to Head Office to review before sending response to RMI/MIOSA**		
2.1	5 Page RO		
	Repair Order signed by the customer.		
	Terms & Conditions initialled and signed by the customer.		
	62 Point Check signed by the technician.		
	Managers checklist signed by the customer and the Branch Manager.		
	Invoice for work done signed by the customer.		
2.2	Check that the correct OPE & RR Codes were used on the repair order and invoice.		
2.3	Suppliers' invoices relating to the work done on the customer's vehicle.		
2.4	Any additional documents related to the complaint		
2.5	Any Communication with the customer that relates to the complaint (Emails or recorded phone calls)		
2.6	A Full report detailing the events, explaining, and stating their position on the complaint		
4	**Response send to RMI (3 days)/MIOSA(10 days) within required days of receiving the complaint**		
6	**Has the branch received the findings issued by RMI/MIOSA**		
7	**If the branch is liable, has the customer's vehicle been returned to the workshop**		
8	**If the branch is not liable, have they provided a quote to the customer to assist in fixing the issue**		
9	**If the branch is unsatisfied with the findings, has it been escalated?**		
10	**If the branch is satisfied with the findings, has the branch notified the customer that the complaint has been closed**		

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