



TVS seeks to maintain and enhance our reputation by providing our Customer with high quality products and services. TVS values the complaints of Customers as they assist us in improving our products, services and customer service.

TVS is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving any complaints as quickly and efficiently as possible.

TVS handles customer or potential customer personal information in accordance with [TVS' Privacy Policy](#).

The objective of this procedure is to ensure:

- You are aware of our complaint lodgement and handling processes;
- You are aware that your complaint is being investigated impartially with a balanced view based on all information or evidence provided;
- You are aware that your complaint is being considered on its merits- taking into account individual circumstances and needs.

**1. [Onus of Proof](#)**

Your complaint must be lodged in writing and be supported by substantive evidence.

**2. [Information Required by the Customer to form their Complaint](#)**

When TVS is investigating your complaint, TVS refers to information provided by you and any other substantive information TVS may already possess on record.

TVS may also need to contact you to clarify details or request additional information where necessary. We ask that you provide this information as soon as possible so that we can resolve your complaint as quickly as possible.

**TVS may require the following information:**

- 1. Your TVS Reference Number;**
- 2. Your name and contact details;**
- 3. The name of the person you have been dealing, with about your matter (if applicable);**
- 4. Details of Person who maybe acting on your behalf of your Complaint (If applicable)**
- 5. The nature of the complaint;**
- 6. Details of any steps you have already taken to resolve the complaint;**
- 7. Details of conversations you may have had with us that may be relevant to your complaint;**
- 8. Remedy requested; and**
- 9. Copies of any documentation enclosures, which supports your complaint.**



### **3. Twelve <12> Months Limitation**

The Customers complaint **MUST** have occurred within the **12 months preceding the date of occurrence of the events related to the complaint.**

In some exceptional circumstances, TVS may grant an extension, if and only if, there are appropriate grounds to justify including matters that occurred more than 12 months before the Complaint was lodged.

If you wish to apply for an extension, we will ask you to provide us written reasons for why we should grant this extension, including substantive evidence such as the following information:

- a. **The reason for the delay in lodging the complaint; and**
- b. **The reason for the length of the delay**

However, approval shall be required from the Resolutions Coordinator and/or the General Manager of the divisional unit for extensions to be granted.

### **4. TVS' SIX <6> Point Complaint Resolution Process**

- ***We Acknowledge:* Within five <5> business days of receiving the Customers complaint, TVS shall acknowledge receipt of the Lodged Complaint.**
- ***We Review:* TVS shall undertake an initial review of the complaint and determine what, if any, additional information or documentation may be required to complete an investigation and contact you to obtain this additional information or documentation if required.**
- ***We Investigate:* Within <28> business days of receiving the Customers complaint, TVS shall investigate the Customers complaint objectively and impartially, by considering the information that has been provided by you and our own information**
- ***We Respond:* Following TVS' investigation we shall notify the Customer of our findings and any actions we may have taken, in regards to the complaint.**
- ***We Take Action:* Where appropriate, TVS shall amend our business practices or policies, to reflect our corporate responsibility.**
- ***We Record:* TVS shall record Customer complaints for continuous improvement of our processes and monitoring these complaints through regular reviews.**

### **5. Types of Remedies**

All remedies, such as:

- Refunds;
- Repairs/Rework;
- Compensation; and
- Replacement;

if consented to by TVS - these subject to the Terms and Conditions and Warranties, that are agreed to at the time by you (the Customer), including applicable consumer guarantees and our obligations under the Australian Consumer Law

### **6. Customers Rights under Australian Consumer Law**

Nothing in this document prevents you from referring your lodged complaint at any time to the relevant federal, state or territory Ombudsman, Office of Fair Trading, Consumer Protection agency.