

## 1. DUNLOP'S COMPLAINTS POLICY

### 1.1 Dunlop's commitment

Dunlop is committed to handling complaints, originating both internally and externally, in a clearly defined, effective and expeditious manner.

Our values and way of working foster a culture that:

- treats customers, associates and suppliers with respect by acknowledging their right to complain and have a complaint handled professionally;
- actively solicits and acts on customer feedback; and
- acknowledges that a complaint received gives Dunlop the opportunity to maintain confidence in our brand.

Any person or organisation who has any concerns about Dunlop, any conduct by or their treatment by Dunlop or any Dunlop personnel, including concerns about quality of products or services and has not had that concern resolved to their satisfaction, is invited to lodge a complaint which shall be dealt with in accordance with this *Policy* and the *Complaints Handling Procedure Guide* for all associates.

Dunlop is committed to using the principles embodied in Australian and New Zealand Standards for complaints handling.<sup>1</sup>

### 1.2 Complaints Resolution Process

Customers who wish to make a complaint may do so by contacting Dunlop's National Call Centre on **1800 809 625**.

The National Call Centre is responsible for logging all customer complaints, passing them on to appropriate team members for action and recording progress/outcomes.

The register records the details of each complaint along with how and when it was resolved.

### 1.3 Aims

The aim of Dunlop's complaints handling process is to turn a customer, supplier or member of the public who is unsatisfied with their experience with Dunlop into a person who has a satisfactory experience.

This is achieved by offering prompt and effective solutions at the first point of contact or by using a formal process if problems cannot be resolved immediately.

*Remember - handling complaints effectively is **everyone's job!*** Everyone working within Dunlop must understand this Policy and Procedure. You should speak with Dunlop's Director of Legal Affairs (A/NZ) if you have any questions in relation to this policy or the procedure document.

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<sup>1</sup> In Australia, the current Standard is ISO 1002:2004 - Customer Satisfaction – Guidelines for Complaints Handling in Organisations.

#### 1.4 Purpose and benefits

Dunlop's complaints handling process:

- increases the quality of the service we offer our customers;
- enhances customers' relationships with Dunlop;
- recognises, promotes and protects customers' rights, including the right to comment and complain;
- provides an efficient, fair and accessible mechanism for resolving customer complaints; and
- records complaints, enabling Dunlop to monitor complaints, review the complaints resolution process and, in turn, identify improvement opportunities.

#### 1.5 Complaints handling principles

Dunlop will handle complaints in accordance with the following principles:

- (a) **Commitment:** Dunlop is committed to efficient and fair resolution of complaints.
- (b) **Confidentiality:** A complainant's identity will only be disclosed where consent has been obtained or where it is necessary to do so in order to investigate the complaint.
- (c) **Fairness:** Dunlop recognises the need to be fair to the complainant and to deal with all complaints in an impartial manner. No decision and subsequent action will be taken until a full investigation is complete. Following a receipt of a complaint, respondents have a right to know all the allegations made against them and be given the opportunity to fully respond. Dunlop will ensure that a person making a complaint or any related party or witness is not victimised in any way (See Dunlop's *Whistleblower Policy and Procedure*).
- (d) **Responsiveness:** All complaints will be dealt with in a timely and courteous manner.
- (e) **Resources:** Dunlop will allocate sufficient resources to support this policy.
- (f) **Visibility and Access:** Dunlop's Policy and Procedure will be distributed to all associates and promoted internally in a variety of ways, including:
  - when joining the company as part of the induction process;
  - via Dunlop's Competition and Consumer Protection Compliance Manual;
  - during ongoing Competition and Consumer Protection Compliance training;
  - via the intranet and web pages; and
  - through regular inclusion in internal newsletters.

Dunlop's Complaints Handling Policy is also promoted externally, including:

- information provided by stores;
- a link on Dunlop's external web page;
- an email facility to enable customers to provide feedback online; and
- a toll free number advertised on Dunlop's external website: **1800 809 625**

- (g) **Assistance:** The National Call Centre Manager can assist with the formulation and lodgement of a complaint if required.
- (h) **Remedies:** Appropriate remedies for complaints will be determined and implemented in accordance with this *Complaints Handling Policy* and where relevant the *Whistleblower Policy*.
- (i) **Data Collection:** All complaints and the outcome of all complaints will be recorded in a Complaints Register.
- (i) **Review and Audit:** In order to ensure the continued suitability, adequacy and effectiveness of this *Complaints Handling Policy* and to identify areas for improvement, Dunlop's Internal Controls and Compliance Committee (ICCC) will review it on a regular basis with a view to identifying and rectifying systemic or recurring problems having regard to: internal factors (such as changes to Dunlop' organisational structure); analysis of complaint records and feedback from complainants.
- (ii) **Accountability:** Dunlop associates and members of the public are invited to report on the operation of this policy and procedure document to the ICCC if that associate has any concerns about its operation.