



Volkswagen

COMPLAINT HANDLING PROCESS

How to reach us

Speaking with Volkswagen Group Australia (**Volkswagen**) has never been easier. If there is something about our products or services that you are not happy with, we will work with you to resolve your concerns quickly through a number of different communication channels.

You may email us at hello@success.volkswagen.net.au or call our Customer Experience Contact Centre on 1800 607 822 between 8.30 am and 8:00 pm Monday to Friday (AEST).

You can also reach out to us via our social media channels below, live chat or click [here](#) to submit an online web form.

Facebook:	https://www.facebook.com/VolkswagenAustralia/
Instagram:	https://www.instagram.com/vwaustralia
LinkedIn:	https://www.linkedin.com/company/volkswagen-group-australia/
Youtube:	https://www.youtube.com/user/VolkswagenAustralia

What to expect (response times)

When contacting Volkswagen with a complaint you can expect to receive acknowledgement of your concerns within 24 hours or the next business day, whichever comes first.

Volkswagen are committed to communicating openly with its customers to ensure they receive regular updates on the progress of a complaint.

Our investigation and review

Part of the complaint handling process includes reviewing a number of key components and liaising with internal stakeholders and our Dealer Network. Volkswagen will identify whether the complaint stems from a manufacturing issue, a workmanship concern or a wear and tear matter.

Outcomes

Upon completing an investigation, Volkswagen will contact you to advise of the outcome of your complaint. Volkswagen will provide you with the following details of the investigation:

- the outcome and any action to be taken by Volkswagen;
- the reasoning for Volkswagen's decision; and
- any options for further review that may be available to you.

Once an outcome has been communicated to you, you may elect to receive the details of the outcome in writing. Volkswagen will retain records of your complaint and the process undertaken to manage your complaint.

Not satisfied with the outcome? You have rights

Volkswagen is committed to complying with the Australian Consumer Law. Our vehicles' goods come with guarantees that cannot be excluded under the Australian Consumer Law under which Volkswagen guarantees to consumers that its vehicles will:



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- be fit for any purpose that Volkswagen makes known to a consumer, or any purpose the consumer makes known to Volkswagen;
- be safe, long lasting and free from defects;
- be of acceptable quality and finish;
- match any description given or demonstration model used; and
- have spare parts and repair facilities available for a reasonable time after purchase, unless Volkswagen informs the consumer otherwise.

If Volkswagen fails to meet any of these guarantees, a consumer may be entitled to a repair, replacement or refund from Volkswagen under the Australian Consumer Law. If there is a major failure in relation to the above guarantees, consumers are entitled to choose between a replacement, refund or compensation rights if they desire. Where the failure is not a major failure, Volkswagen may choose to repair the vehicle of a consumer, rather than providing a replacement or refund.

Further review of your complaint

If you are not happy with the outcome of your complaint, you may seek the following internal and external review opportunities;

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You are entitled to have your complaint escalated to a Manager for further review and outcomes can be placed in writing from a Senior Manager where requested and appropriate.

You may also contact the following government bodies;

Federal level

- Australian Competition and Consumer Commission (ACCC)

State level

- ACT: Access Canberra
- NSW: NSW Fair Trading
- NT: Office of Consumer Affairs
- QLD: Office of Fair Trading
- SA: Consumer and Business Services
- TAS: Consumer Affairs and Fair Trading
- VIC: Consumer Affairs Victoria
- WA: Department of Commerce – Consumer Protection