



## Customer Complaints Handling Procedure

We at AI Ghandi Auto group continuously strive to ensure that all of our customers are completely satisfied with our service. If for any reason you are not completely satisfied, our centralized Customer Relationship Management team will be glad to receive your feedback and assist with your queries and concerns.

You can contact our CRM team through any of the following channels:

**Toll Free : 800 24222**  
**Landline : +9714 2310140**  
**E-mail : [crmteam@alghandi.com](mailto:crmteam@alghandi.com)**  
**Website : [www.alghandi.com](http://www.alghandi.com)**

In order to help us serve you swiftly and efficiently, please endeavor to have the following information readily available upon contacting us:

- Vehicle Make and Model
- Vehicle Plate Number
- Vehicle Identification Number (VIN Number)

Your query/concern will go through the following stages in which our CRM Representative will:

- Receive your query/concern in the strictest confidence
- Acknowledge your query/concern within twenty-four (24) hours.
- Assess & investigate your query/concern with the concerned department.
- Escalate the matter to the higher management in case it cannot be resolved with the concerned department.
- Keep following up the matter on daily basis until it is resolved.
- Promptly respond and communicate the decision to you.
- If you are not satisfied with the outcome, your query/concern will again be escalated to the higher management.
- Close your query/concern if all the parties are satisfied.

Our CRM Team is open from 8AM to 6PM Sunday through Thursday where upon you can also get additional updates on your query/concern.