



## **Protocol For Handling Customer Complaints**

**Goal: To keep customer complaints to the store level while maintaining the relationship with the customer, and see them return despite a mistake or misunderstanding.**

**1st. Get Year, Make Model of vehicle, date of the oil change, how many miles were driven after the oil change.**

**2nd. Ask for nature of the issue - why they believe it has to do with the oil change.**

**2a. Ask what the customer believes is a resolution they would like to see**

**3rd. Using discretion determine whether the customer will return or not based on the outcome.**

**4th. Offer appropriate action based on above information**

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***IF CUSTOMER IS NOT SATISFIED***

**5th. Offer territory manager information for additional call.**

