

Jayco Corporation Pty Ltd

Complaint Handling Policy & Procedure

Jayco Corporation Australia Pty Ltd and our Jayco authorised dealerships are committed to supporting our customers to resolve any concerns or complaints as quickly as is practicable. We are dedicated to ensuring our customers can get the best value out of their Jayco RV.

In addition, we acknowledge and support consumer rights as stated in the Australian Consumer Law (ACL).

For an initial enquiry, we encourage you to discuss any concerns with your selling dealership. They will be ready to listen to you and try to assist. If needed, they will also contact us at Jayco Corporation.

How to make a complaint?

If you wish to make a complaint directly to Jayco Corporation, you can contact us at email info@jayco.com.au.

Please include the following information when you contact us.

Personal Details – includes your name, address, phone number and email address.

Vehicle details and Identification – this refers to the model of your RV and your RV's chassis number which is welded to the A-frame at the front of your RV. (We do not need the registration number of your RV.)

Details of your concern or complaint – this includes the events that have occurred, the dealership or repair agent you've been dealing with and any other relevant information to help us assess your complaint. Please include any documentation or photographs in support of your complaint.

What happens after we receive your complaint?

After emailing us at info@jayco.com.au you will first receive an automated reply acknowledging receipt of your complaint.

Your email will initially be reviewed by a Customer Relations team member to ensure it is allocated to the appropriate Customer Relations Officer and a case created with a case number.

The Customer Relations Officer will gather information relevant to your complaint to support our review and investigation.

We will engage with relevant departments within our business and if appropriate with your selling dealership and/or warranty repair agent.

We may also contact you for further information if the information initially supplied to us is insufficient.

Depending on your enquiry we may contact you within 72 hours (not including weekends) with either our reply or advice that we are reviewing your enquiry further which will take more time.

For longer reviews and investigations, your case officer will remain in contact with you either by phone or email to give you regular updates.

Investigation

We will investigate all the circumstances of your complaint and take into consideration information provided by you, information provided by any other relevant parties as well as information concerning RV manufacturing, use of RVs, your consumer rights under the ACL and our warranty terms and conditions.

For more complex issues and concerns, your complaint will be escalated to our senior Customer Relations team for additional review and investigation.

Investigation Outcome

Following investigation and review, we will advise you or your authorised representative of the outcome of your complaint. This may include a telephone dialogue and/or a detailed email addressing your complaint and the outcome of our investigation.

Our correspondence to you will include our findings and any further action as a result of our investigation and conclusions.

Further Review of your complaint

If you are not satisfied with the outcome of your complaint, you are able to request a further review by Jayco, seek legal advice or contact a government consumer dispute resolution agency.

Privacy

All information provided by you is recorded in our secure data systems and is only shared with your selling dealer or repairer (as appropriate to your enquiry). Information about your case may also be shared with a registered consumer dispute resolution agency or service if a matter is escalated.

If you have any questions in relation to our complaint process, please contact us at info@jayco.com.au

