

DHL ECOMMERCE UK COMPLAINTS PROCESS CHARTER

**A breakdown of how complaints
will be handled**



INTRODUCTION

This charter provides all the information you need to know if you wish to make a complaint, and how the team at DHL eCommerce UK will respond to you.



OUR PROMISE TO YOU

We take personal pride in ensuring that your parcels are cared for throughout their journey and that you receive the highest levels of service from our teams.

We do recognise that occasionally things can go wrong and you may not be satisfied with the level of service which you have received. If this happens and you wish to contact us about your experience our Customer Services team are available to help you Monday to Friday 8am - 6pm, Saturday 8am - 4pm.

Please call them on **02476 937 770** (you will need to enter your shipment number) or use our contact us form.

**Use the
DHL eCommerce UK
contact form**

Our team is available to support you and we promise:

- We will listen to you and be polite, helpful and professional
- Will respond to your enquiries promptly and efficiently and will be responsive to your needs
- We will apologise to you when we get things wrong and tell you when we will put them right
- We will take ownership for your complaint
- If we can't resolve your complaint immediately, we will provide regular updates with agreed timescales
- Our 'Customer First' ethos means that we work to put the customer at the heart of everything we do



All complaint decisions are made internally. We will aim to resolve a complaint within 5 days or, for highly complex complaints, within 28 days.

WHEN YOU CONTACT US

Please have the below information to hand to allow our team to handle your complaint as promptly and efficiently as possible.

- Shipment date**
when the parcel was sent or received

- Shipment number** or **calling card number**

- Sender's details**
name/company, address including postcode

- Recipient's details**
name/company, address including postcode

- Description of your complaint**
what has happened, the current status and what you would like us to do

- Your contact details**
name, telephone number, email address



MAKING A COMPLAINT

We define a complaint as *'an expression of discontent or unsatisfactory or unacceptable service in relation to services or products supplied by DHL eCommerce UK'*.

We aim to resolve all complaints fully and as quickly as possible.

Please use the below methods to contact us. Our Customer Services team are available to help you Monday to Friday 8am - 6pm, Saturday 8am - 4pm.

By phone

Call the DHL eCommerce UK Customer Services team on **02476 937 770**. You will need to enter your shipment number.

By email

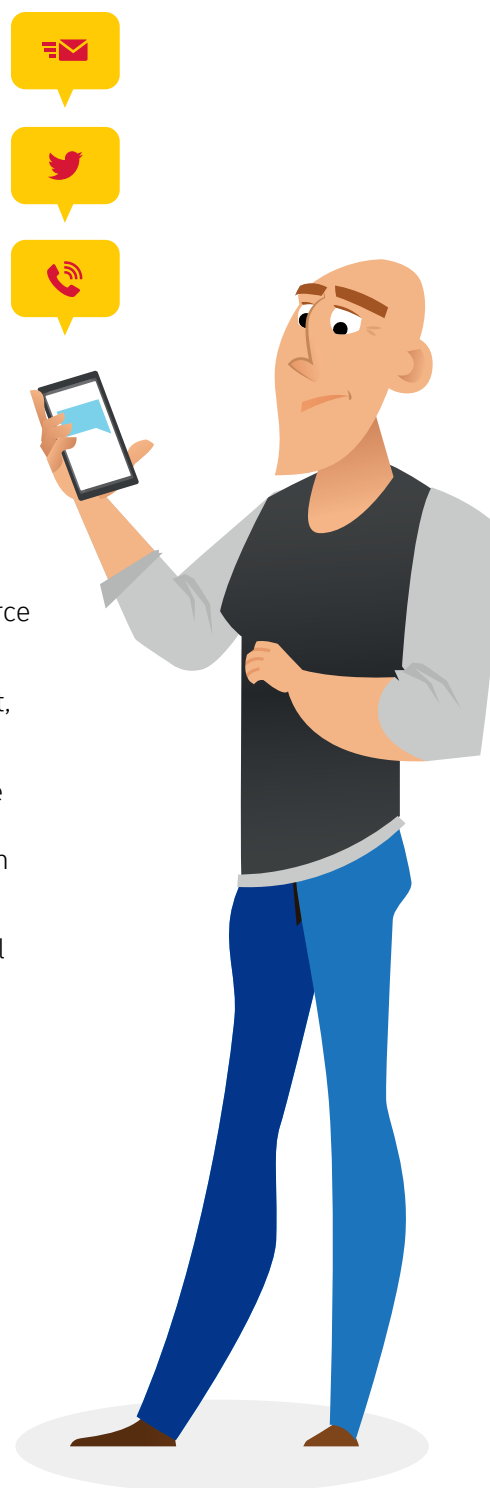
Complete our contact us form

**Use the
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contact form**

If your complaint is regarding a DHL eCommerce UK driver, please email the DHL eCommerce UK Driver Management team.

To help you with your complaint, we suggest:

- If you phone us, keep a note of when you called us and the Customer Services team member you spoke with
- Retain copies of emails until your complaint is resolved



RESOLVING YOUR COMPLAINT



If you are not satisfied with the response provided by the Customer Services team then you can ask to speak with a Team Manager. If a Team Manager is not available, then a call back will be arranged. You should expect to receive a call back within 3 business hours.

If you remain unsatisfied the Team Manager will refer your complaint to our Executive Desk team. The Executive Desk team will review your complaint and respond to you within 1 working day. The team will then complete an investigation and will contact you providing an update and a proposed outcome.

DHL eCommerce UK is not a regulated company and all complaint decisions are made internally.

Potential outcomes from your complaint

- We will apologise for the experience which you have had to contact us about
- We will explain where possible what went wrong
- We will resolve your complaint according to your desired outcome where possible, and where we are unable to do this clearly explain our reason why
- DHL eCommerce UK does not pay for consequential loss. We will consider whether a goodwill payment is appropriate
- If, after review by the Executive Desk team, we have been unable to resolve your complaint, the team will escalate your complaint to the Head of Customer Services, whose decision will be DHL eCommerce UK's final response and no further recourse will be available

Alternative Dispute Resolution

It is our intention to resolve all complaints but where we are unable to settle the complaint in accordance with the Alternative Dispute Resolution for Consumer Dispute Regulations 2015, to provide our customers with peace of mind and to demonstrate our commitment to responsible trade, DHL eCommerce UK is a registered full member of Dispute Resolution Ombudsman.

The Ombudsman is an independent not-for-profit organisation which raises standards and is approved by the government to provide alternative dispute resolution services. We follow their Code of Practice which provides our customers with additional protection if things go wrong.

To find out more about The Ombudsman and how to use their service, visit their website

**Visit the
Dispute Resolution
Ombudsman website**

Or telephone the Dispute Resolution Ombudsman on
0333 241 3209

TARGETS AND REVIEW

We will aim to resolve a complaint within 5 working days or, for highly complex complaints, within 28 working days.

We endeavour to keep in regular contact with you throughout this period.

All interactions are recorded and held in our archive for 1 month.

To support our Customer First ethos and focus on complaint handling, we may contact you when we have resolved your complaint to complete a post-complaint satisfaction survey and provide feedback.

Analysis of complaints is completed on a monthly rolling basis and reviewed with members of the DHL eCommerce UK operating board.



If you contact us by phone,
we aim to answer 70%
of calls within **30 seconds**



**If you contact us through
our contact us form,**
we aim to respond
within **1 working day**



**If your complaint
is referred to the
Executive Desk team,**
we aim to respond
within **1 working day**

