



# **DHL ECOMMERCE UK DISABLED CONSUMERS PROCESS CHARTER**

**October 2023**

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**DHL eCommerce UK – Excellence. Simply Delivered**

## **Introduction**

This charter provides all the information you need to know about the process DHL eCommerce UK has implemented for the fair and appropriate treatment of disabled consumers in relation to the collection and delivery of parcels.

Our commitment to delivering parcels to disabled consumers in a respectful and inclusive manner reflects our dedication to customer satisfaction and accessibility for all.

**Section 1** – Our Promise To You

**Section 2** – When We Have Your Parcel

**Section 3** – Managing Your Delivery

**Section 4** – Accessible Delivery and Drop Off Options

**Section 5** – Our People

**Section 6** – Feedback

**Section 7** – Confidentiality

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## **Section 1 – Our Promise To You**

At DHL eCommerce UK we believe that parcel delivery should be accessible for all, regardless of needs.

We take personal pride in providing the highest levels of service and we are dedicated to ensuring that our teams fulfil your needs.

We are committed to delivering parcels to disabled consumers in a respectful and inclusive manner.

## **Section 2 – When We Have Your Parcel**

When we have received your parcel from the sender, we will send you a 'We Have Your Parcel' notification. On the morning of delivery, we will send an 'Out For Delivery' notification which will include where possible a 1 hour estimated time of delivery.

Please note that we are only able to send notifications via email and SMS if the sender has provided your contact details.

We will also communicate to you any delays in delivery.

## **Section 3 – Managing Your Delivery**

A link to our tracking website is included within our notifications.

We offer a range of alternative delivery options, such as leaving your parcel in a safe place or delivering to a neighbour. If you have accessibility needs and need more time to get to the door, you can tell us on our tracking website or via our app.

We provide a free app which is available to all consumers. To download our app, search for DHL Parcel UK in the [App Store](#) and [Google Play](#).

In the app, you can select your personal delivery preferences which we then automatically apply to all parcels which we are delivering to you. This removes the need for you to manage each delivery separately, and you can of course change your preferences at any time.

Customers who do not have access to our tracking website or app can contact our Customer Service team via a range of contact channels including by telephone.

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All of our alternative delivery options can be selected from the point that we have received your parcel.

## **Section 4 – Accessible Delivery and Drop Off Options**

We provide delivery options to consumers who have accessibility needs which may impact their ability to receive the delivery at their doorstep, including selecting from an alternative delivery date or delivering to a neighbour.

If you wish us to deliver to a preferred neighbour and to let us know any neighbour you would like us not to deliver to, you can select this in the app. You can also provide a photo of your safe place and the what3words for a specific delivery point in the app.

We have a network of 3,500 ServicePoints and 50 DHL eCommerce UK depots where you can select to drop off your parcel or to collect your parcel as an alternative and accessible delivery option.

## **Section 5 – Our People**

Our delivery drivers understand that some customers may require additional time to get to the door or have specific needs. We provide the info which you add to either our tracking website or app to the driver via their handheld scanner. Our driver will then do their best to meet your needs.

Our Customer Service colleagues are on hand to support you via our contact channels which are listed on our [help page](#).

We also have a dedicated support area in our app where you can raise queries regarding deliveries or if you would like to ask a question or provide feedback about the app.

## **Section 6 – Feedback**

We welcome feedback from all our customers, and we would encourage you to complete the delivery experience surveys which are sent on our behalf by our partner Feefo. We actively review the feedback to help drive our continuous improvement activities across all areas, including our processes for disabled consumers.

To find out further info about Feefo and to read open and honest reviews left by people who have received parcels delivered by us, visit our [reviews page](#).

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If you wish to contact us with a complaint about your delivery experience, please review our [complaints process](#).

## **Section 7 - Confidentiality**

All information provided by consumers regarding their accessibility needs is treated confidentiality and will only be used for the purpose of which it is provided.