



COMPLAINTS 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 Express UK will respond to you.

Our Aim

Is to deliver excellent standards of service to our customers but we know that sometimes things can go wrong or that you may not be satisfied with the services we offer.

When our services don't live up to expectation or if you have suggestions or comments on how we can improve our services, we want to know about it so we can put things right.

You can contact our Customer Service team who are available to help you Monday to Friday 8.00am to 7.00pm.

You can call them on 0844 248 0844*, or contact them via webchat, WhatsApp, email or social media and you can use our online contact forms at [dhl.co.uk/contact](https://www.dhl.co.uk/contact).

Our Promise

Our team is available to support you and we promise that we will:

- Listen and be professional, polite, and helpful
- Respond to your questions promptly and efficiently
- Apologise when we get things wrong and where possible tell you when we will put it right
- Keep you updated if we're unable to resolve your problem immediately
- Keep our "Excellence-Simply Delivered" promise at the heart of all we do

HOW TO MAKE A COMPLAINT

We want to make it as easy as possible to make a complaint about our services. You can contact the Customer Care Team in any of the following ways:

				
Chat with us online	Chat with us via WhatsApp	Email us	Call us	By post
dhl.co.uk/contact	Add DHL Express WhatsApp number +441163265750 to your phone contacts and start a WhatsApp chat	gb.customercaret@dlh.com	0344 248 0012	DHL International (UK) Limited Customer Service EMA Cargo West East Midlands Airport Castle Donington Derbyshire DE74 2TR

If your complaint is about a DHL Express UK driver, please email Driver.Respect@dhl.com

When you contact our Customer Care team, we'll do our best to resolve your complaint on the call, but sometimes we'll need to investigate things in more detail and reaching a resolution may take longer.

When you contact us

Please have this information to hand, this will help us to handle your complaint as quickly and efficiently as possible.



Shipment tracking or waybill number – this will help us find your details



Shipment date - when the parcel was sent



Sender and receiver's details – names and addresses, including postcodes



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



Your contact details – name, phone number and email address

RESOLVING YOUR COMPLAINT

We investigate every complaint and actively work to resolve things to your satisfaction. We'll contact you with an update and where we can a proposed resolution. This could be on the initial call, if we can sort things out there and then, or if we can't, we'll aim to give you a timeframe and keep you updated.

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

We will make every effort to contact you by your preferred method first, but if we're unable to reach you we will use alternative methods to contact you.

- We will listen to you, be polite and professional
- We will take ownership of what went wrong
- We will explain, where possible, what went wrong
- We will aim to resolve your complaint according to your desired outcome where possible, and where we are unable to do this, we will clearly explain our reason why
- If, after review by the Customer Care Team, you are not satisfied, the team will escalate your complaint to Senior Management whose decision will be DHL Express UK's final response

* Calls to DHL UK phone numbers beginning '084' cost 7 pence per minute, plus your phone company's access charge.