



Complaints & Redress Procedures

August 2018

Introduction

We welcome all comments from our members as we are committed to providing industry leading service to our members. We may be in contact with members from time to time in relation to assessing the quality of the service. If members want to let us know how we're doing, they can log on to www.dxdelivery.com/exchange and leave their comments in the "Contact Us" section.

Contact Details

If the service provided has not met our members' expectations they can contact us at the following:

- 1) Log on to www.dxdelivery.com/exchange and access the 'Contact Us' Section.
- 2) Call us at 0333 241 5222, Monday to Friday from 09h00 to 17h00.
- 3) By email to exchange@thedx.co.uk
- 4) Or write to us at:

National Membership Team
DX
DX 1
Ditton Park

Or

National Membership Team
DX
Ditton Park
Riding Court Road
Datchet
Slough SL3 9GL

The member may also visit DX at the above address to make a complaint in person.



Logging and Investigating

All formal complaints received are logged on the day of receipt. Each complaint is recorded in DX's Member Service Log against the following main categories:

- Reference number
- Date of complaint
- Member Name and contact details
- Type of issue
- Description of the issue
- Next action

DX's National Membership Team would be delighted to assist any complainant that requires assistance submitting a complaint.

Complaints will be analysed to identify recurring and single incident problems and trends, which will help DX to eliminate the underlying causes of complaints. Particular attention will be paid to clusters of complaints relating to loss, theft, damage or quality of service emanating from a particular location.

DX will accept complaints made within one calendar month of the date of receipt of a mail item and within three calendar months of the date of posting of a mail item. For international mail, DX will accept a complaint made within 6 calendar months of the date of receipt or posting of a mail item.

Timeframe for Response

Once a complaint has been received, a Membership Service Executive will be the DX owner responsible for managing the investigation and liaising with the member. All complaints will be acknowledged within 2 working days of receipt. Where possible, DX will respond to the member on the same day that the query is raised. Where there is a requirement for a more lengthy investigation, we will advise the member of the timeline for responding. Our aim is to deal with all complaints within a 24 hour period. Where required, the Membership Service Executive may contact the member during the course of the investigation to ask further questions.

The maximum timeframe within which complaints (domestic and international) will be handled is 21 calendar days. Should the investigation of the complaint extend beyond 21 days, the member will be advised of progress on at least one occasion, every 21 days and DX will provide reasons for the delay.

In cases where DX does not respond within the above timeframes, DX will provide the member with compensation up to a maximum amount of £10.

Information Required from the Complainant

In order to process complaints efficiently we require the following information from our members:

- 1) Name and address of the Receiver.
- 2) Sender's name and address.
- 3) Reference and/or tracking number, where applicable.
- 4) Contact details e.g. mobile number, telephone number, email, etc.
- 5) DX service used e.g. DX Exchange, DX Tracked Mail Service, etc.
- 6) Date and time item was sent and/or collected.
- 7) Point of insertion or collection.
- 8) Detailed description of the contents and packaging (for loss and damage).
- 9) Monetary value of the item.
- 10) Reasonable proof of posting.

Remedies & Redress

To initiate a claim, members should submit details as per the information required from the Complainant listed above.

DX does not provide a postal service to the general public. All users of the DX are known and the DX member will have signed an Agreement that clearly outlines DX's responsibilities in relation to liability.

Where putting the matter right and an apology are insufficient to resolve the complaint, compensation to the member of an appropriate level of redress will apply in respect of any loss, theft or damage to a postal packet or any failure by DX to provide a postal service of sufficient quality and compensation will include:

- A refund of the cost of postage
- Recompense for the cost of any wrapping or protective material used in the postal packet up to a maximum value of £5;
- Recompense for any other relevant and reasonable costs incurred up to a maximum value of £13.

In the case of Force Majeure, DX shall not be under any liability or pay compensation to the member or any other person for any loss or damage whatsoever caused by delay in the collection or delivery of any item, or by mis-delivery.

Members will not be compensated for any consequential losses or other economic losses.

Compensation will not be provided for insured postal services, where remedies are in accordance with DX's terms and conditions.

All redress payments will be paid to the member promptly.

Procedures for Resolving Disputes

Once the complaint has been investigated, the Membership Service Executive will advise the member of the outcome of the investigation and if required, the proposed follow up action to rectify the issue. For instances, where the matter cannot be resolved by the Membership Service Executive, the complaint will be escalated to the Membership Sales & Service Manager. In cases where the issue cannot be resolved by the Membership Sales & Service Manager and the Agreement with the member does not include any further escalation procedures, the matter shall be adjudicated by the Courts as per the Agreement between the member and DX.

For any unresolved complaints, the member has the option of sending their complaint to a DX Service User Advocate (internal) who will independently assess the complaint. The complaint must be escalated to the DX Service User Advocate within 30 calendar days of DX providing a final response.

The member should provide as much detail about the complaint as possible along with all support documentation relevant to the original complaint. The member should clearly state their reasons for their dissatisfaction with DX's response to their complaint and their preferred outcome or compensation.

The DX Service User Advocate will issue a final response to the member within 30 days after the first contact (assuming all relevant details have been provided).

Should the DX Service User Advocate find in favour of the member, the advocate may request DX to:

- a) issue an apology and reasons for service failure; or
- b) take some practical action that will benefit the member; or
- c) provide compensation.

Use of More than One Postal Service Provider

Should DX subcontract one or more elements of the postal service to another party, or use another postal service provider for the provision of any part of a postal service on behalf of a member, DX will be responsible for complaints as per the procedures outlined in this document.

Retention of Records of Complaint

All records of complaint will be retained for a period of one year and will include all written documentation relating to the complaint.