

Fastway Couriers Ireland: Complaints and Redress Procedures

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Introduction

Introduction In accordance with the Commission for Communications Regulation (ComReg) Fastway Couriers Ireland and its employees and franchisees abide by, and adhere to, the procedures outlined in this document as a Registered Postal Provider under section 38 of the Communications Regulation (Postal Services) Act (2011), relating to the obligations imposed on such providers by Section 43 of the 2011 Act.

The purpose of this document is to offer guidance to those employed or franchised by Fastway Couriers Ireland in relation to the standards advised by the Commission for Communications Regulation, specifically satisfying the requirement outlines in Section 43(1) of the 2011 Act requiring that "[every] postal provider shall draw up and implement a code of practice setting out procedures, standards and policies with respect of the handling of complaints from postal service users, in particular, complaints relating to loss, theft, damage or quality of service, and such as code of practice shall make provision for the following matters; First Point of contact for complainants; Means of recording complaints; Time frame for responding to complaints; Resolving disputes; Remedies, Redress, Reimbursement and Compensation; Establishing responsibility in the event of multiple service providers; Retention of records; and any other Additional information that the Commission considers necessary and appropriate to secure effective protection for postal service users".

First Point of contact for complainants

Fastway Couriers Ireland's postal service users are offered two points of contact where the Customer or Client can make a claim and/or complaint

Our contact points and methods/options are as follows:

- **Courier Franchisee:**
Postal Service Users can obtain the details of their respective courier franchisee at the point of delivery or from their regions depot.
- **Regional Franchisee:**
Postal Service Users can make a complaint to their local regional franchise office/depot (The customer service team are available to offer support from 9am to 5pm Monday to Friday each week (excluding public holidays).

Consignors (Senders) can contact their regional franchise office/depot via the following methods:

- Telephone: Voice Call only
- Email via online support function or dedicated client email
- Post

Consignees (Receivers) can contact their regional franchise office/depot via the following methods:

- Email via online support function
 - Post
- **National Master Franchisee:** Consignees and Consignors can make a complaint to the national master Franchise office otherwise known as the Franchise Development Centre

(FDC) who will forward the complaint to the respective regional franchise. The FDC are also responsible for managing the www.fastway.ie website and up keeping the terms, conditions and procedures for managing and monitoring complaints.

FDC offer the following methods for making a complaint:

- Email via online support
- Post

Fastway Couriers Ireland, Ballymount Cross Industrial Estate, Ballymount Rd Lower, Ballymount Little, Dublin 24, D24 YE33

In order to ensure all employees, contractors and agents are sufficiently familiar with Fastway Couriers Ireland's code of practice in relation to handling and dealing with complaints the FSO has provided documentation templates for recording complaints (Appendix 1 Customer Complaint Form), ensuring consistency (Appendix 2 Claims procedure Chart) whilst maintaining the highest standards of customer service through our regularly updated operational manuals

Means of recording complaints

Using any of the methods or mediums listed in Section 2.0 including telephone, Email, direct visit, post or fax, postal service users are able to submit their complaint to Fastway Couriers Ireland with the knowledge that all such complaints will be recorded and dealt with in a uniform process.

Fastway Couriers Ireland is committed to confidentiality and impartiality and therefore ensures that all customers have access to our complaints procedures. All complaints are initially investigated and in most cases resolved by the Regional Franchisee by following the criteria set out in the Complaint form (Appendix 1), once complete the complaint case is stored locally for 1 Calendar year post resolution.

Issues that for any reason cannot be resolved by the Regional Franchisee (for example complaints made regarding the Regional Franchise(e)) will be investigated and resolved by FDC. Franchisees and support staff are committed to upholding the highest standards of customer service and are required by the terms of their employment to read, understand and act on the basis of the customer service manuals

Time frame for responding to complaints

Fastway Couriers Ireland is committed to providing consistently high standards of customer service and experience. As a result, Courier Franchisees, Regional Franchisees and National Master Franchisors alike aim to acknowledge receipt of complaints within 48 hours in most cases. In the case of postal complaints, Fastway Couriers aim to acknowledge receipt of complaints within 3 working days. Whilst the maximum time frame for handling a complaint is 30 calendar days, Fastway Couriers Ireland employs all reasonable efforts to ensure that all complaints are handled within 21 working days.

In cases whereby a resolution cannot be made within 30 calendar days, the customer will be notified by telephone and/or email on at least one occasion of the cause of the delay and the expected completion date. Similarly, where delays are incurred on the part of an associate service provider outside of Fastway Couriers' jurisdiction contact will be made by Fastway Couriers to the customer to inform them of the cause of this delay to the best of their knowledge and will continue to provide such updates/information to the customer as and when information becomes available.

In instances that exceed the stipulated time frame for handling complaints as a direct result of sub-standard customer service process provided by Fastway Couriers Ireland a small monetary may be

offered to the customer subject to the circumstances of the issue. Such monetary contributions will be made at the discretion of the regional and/or National franchisee. A formal letter of apology will also be offered to the customer as form of redress for their inconvenience

Procedures for Resolving Disputes

Fastway Couriers Ireland exercises a customer advocate mechanism at each franchise level. For disputes between customers and their local courier franchisee the regional franchisee would act as advocate on behalf of the customer to ensure disputes not only follow procedure but are resolved in a timely fashion.

Upon request from the customer a national advocate from the FSO can be asked to advocate of behalf of the customer in resolving the dispute. The user advocate would in most cases be the regional franchisee or manager (outside of the customer service and operations teams). Details of the user advocate (regional franchisee/manager) are to be made available to the customer upon request of escalation in the event of a dispute being unresolved. Customer will receive the email address of the advocate and the advocate will be asked to make contact with the customer as soon as possible.

Customers are advised to escalate complaints to the advocate within 30 calendar days of the postal service provider providing a final response. Fastway Couriers Ireland advocate a 'Sense, Substance and Solve' formula which should be adhered to by all staff when dealing with claims and complaints. Within 30 days of receiving the complaint or claim a 'final response' notification of resolution (or otherwise) will be provided unless restricted by exceptional circumstances.

In the event of a dispute resulting in favour of the customer, the customer can request Fastway Couriers Ireland to follow a number of actions:

- Formally apologise
- Take practical action that will benefit the customer
- Provide compensation in accordance with the terms and conditions of FW's service
- Request that Fastway Couriers Ireland pay an additional amount subject to the terms and conditions of service.

All complaints, disputed or undisputed that have been subject to intervention from the user advocate are to be stored locally (for 1 calendar year post resolution) sorted/analysed quarterly in a formal register. Giving details of total number of complaints; number of complaints found in favour of appellant; number of complaints found not in favour of the appellant; and volume of complaints where compensation is paid. This register is to be made available to all senior agencies including the National Franchisor, Global Franchisor and external agencies such as ComReg and other authority bodies in the event of process or procedural scrutiny (see Appendix 3.0 and 3.1)

Remedies, Redress, Reimbursement and Compensation

In the first instance, the regional Customer Service staff will investigate the complaint. If the complaint results in a request to submit a claim, the consignor will be sent a Claim form to submit.

This service is free of charge and aims to be as simple as possible on the part of the customer. Assistance should be offered by customer service staff with the completion of this form. The constitution of what is deemed to be claimable covers lost, damaged or stolen parcels as well as those that have suffered substantial delay (as per the terms on conditions of service).

Substantial delay for mail is defined as 7 and 10 calendar days beyond the service level agreement for domestic and cross border mail respectively. When it is decided that Fastway Couriers Ireland is

at fault and the customer is eligible for redress, customer can be offered compensation dependant on the service used.

Detail of compensation can be obtained within the terms and conditions listed at www.fastway.ie, which may cover:

- The cost of postage paid
- The cost price of the goods. Customers can be paid this settlement amount by way of cheque or bank transfer.
- Fastway Couriers Ireland do not offer compensation for any consequential losses or other economic losses arising out of:
 - Any loss, theft or damage to a postal packet
 - Any failure to provide a postal service of sufficient quality All financial compensation is to be paid in Euro (€) and should be dealt with promptly and in an easily accessible manner that does not impose a charge or any further burden on the customer.

Establishing responsibility in the event of multiple service providers

Where other service providers are involved in a claim or complaint event, responsibility for providing a seamless customer service and resolving the issue must be completed as quickly as possible.

As per the industry norm, Fastway Couriers Ireland will accept responsibility for parcels and (providing customer service to) customers with whom the service has been agreed (which may or may not be a consignor) including parcels travelling overseas.

In the case of consignments for which Fastway Couriers Ireland is a service provider to another postal service provider, the primary customer service point is the origin consignor and their primary service provider (not Fastway Couriers). Franchisees and sub-contractors working on behalf of Fastway Couriers Ireland are bound by the responsibility of the National Master Franchise with regards to accepting responsibility for claims or complaints which are stipulated in the Fastway Couriers Ireland conditions of carriage (see www.fastway.ie).

Retention of records

All records relating to claims and complaints are recorded by the respective Regional. The complaint form and copies of communication ultimately including final correspondence documents (email or photocopied letters) are to be stored regionally in digital format on the Fastway shared network. The Regional Franchisee or suitable colleague should hold responsibility for the regular upkeep and analysis of this record. Access must be freely permitted to the national master franchise and other relevant (external) bodies such as ComReg. All records are maintained in accordance with all Data Protection and GDPR legislation.

Additional information

Key actions for Regional Franchisees and National Master Franchisors:

- Each Regional Franchise must nominate a suitably trained and responsible member of staff to manage and monitor the upkeep of claims and complaints records making them easily accessible to Regional Franchisees and National Master Franchisees.
- Each Regional Franchise must commit to analyse and response to trends in complaints in order to establish and rectify underlying causes.
- This code of practice document is made readily available to all staff operating within and in association with Fastway Couriers Ireland.

Appendix 1 – Fastway Claim Form



Fastway Claims form 2018

Please complete the details below to submit a claim to Fastway Couriers

IMPORTANT NOTICE: Please complete this form fully within the following timelines

Damaged freight - Within 14 days of notifying Fastway of any damage.

Lost Freight - Within 60 days of the last parcel scan / freight being dispatched

Failure to submit within 14 days/60 days will result in your claim being automatically declined

In the case of lost goods a declaration form may also be required to be completed by the consignee, in which case the form will be sent to the consignee by our Claims Assessor.

Important – you should not dispose of damaged property, as same may be required for inspection.

Fastway franchise you are claiming against *

Select your region

I wish to claim compensation for the following goods which were:
(Please select one) *

Select one

Sender name / company name *

Label Number *

Label Number

Label Number

Label Number

Consignor Address (Sender) *

Date consignment was sent *

 / /

Consignee Address (Receiver) *

Date Fastway first notified of issue *

 / /

For Damaged Freight claims, did you submit a Damaged Freight Form?

- Yes
 No

Consignment Description *

Provide details on the consignment - contents, size, weight, how was it packaged etc.

Details of claim *

Amount *

€ .
Euros Cents

Invoice copy *

No file chosen

Photo of Damaged Freight

No file chosen

Email *

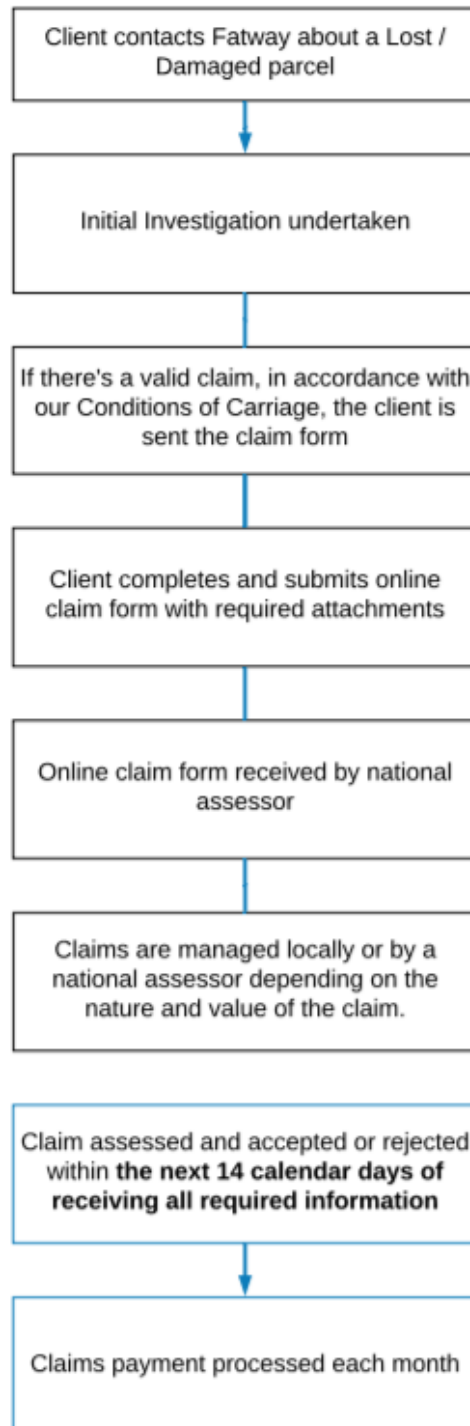
Name of person submitting this claim form *

First Last

DECLARATION TO BE COMPLETED BY THE CLAIMANT
I/We declare that the foregoing statements and particulars as so provided are true and correct in every detail. I/We declare that I have in no manner caused the said loss or damage or by any fraud or willful misrepresentation sought unjustly to benefit from this claim. *

I declare

Fastway Claims process



Appendix 3 – Complaints report

Type of complaint	Number of complaints	Number of complaints decided in favour of the complainant	Number of complaints where compensation is paid
Item lost or substantially delayed			
Item arrived late			
Item damaged			
Change of address			
Mail delivery or collection			
Missed delivery			
Access to customer service information			
Behaviour and competence of postal personnel			
Access to postal services			

Appendix 3.1 – Escalated Claims report

Type of complaint	Number of complaints	Number of complaints decided in favour of the complainant	Number of complaints where compensation is paid
Item lost or substantially delayed			
Item arrived late			
Item damaged			
Change of address			
Mail delivery or collection			
Missed delivery			
Access to customer service information			
Behaviour and competence of postal personnel			
Access to postal services			
How complaints are treated			
Other complaints (not appropriate to be included in the categories above)			