



# Complaints, Redress and Claims Procedures

Last updated 2024-04-09

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# RESOLVING YOUR COMPLAINT

## INTRODUCTION

At Fastway Couriers Ireland ("Fastway") we are committed to delivering excellence in every parcel we handle. We understand, however, that there may be times when our service does not meet the high standards that you expect from us. This is why we have established a comprehensive Claims, Complaints and Redress Code of Practice, designed to respect and address your concerns effectively and efficiently.

Our promise to you is that we take every complaint seriously and use it as an opportunity to improve. We believe that open communication is key to a successful relationship, and your feedback is invaluable in helping us to continuously enhance our services. We are committed to ensuring a fair and prompt resolution, and maintaining transparency throughout the process.

This document outlines how to raise a complaint or claim, relating to the loss, theft or damage to any parcel or the quality of service provided, and the steps we take to resolve this.

This service is free of charge and aims to be as simple as possible. Fastway advocates a 'Sense, Substance and Solve' formula which must be adhered to by all staff when dealing with claims and complaints.

Our employees, contractors and agents are provided with our Code of Practice to ensure that they are sufficiently familiar with its requirements, and are either capable of receiving and dealing with a complaint themselves, or can direct a complainant to the appropriate point of contact.

## **FIRST POINT OF CONTACT**

### **FREQUENTLY ASKED QUESTIONS**

We have a knowledge base on our website where you can find answers to the most commonly asked questions, 24 hours a day, 7 days a week.

<https://www.fastway.ie/faqs/>

Please note, since January 1st, 2021, parcels purchased from UK retailers, may experience potential delays due to increased customs checks.

### **COMPLAINT**

If you do not find what you are looking for in our FAQ section, or have a complaint or concern, please let us know. You can lodge a complaint as either a Parcel Receiver (Consignee) or a Parcel Sender (Consignor).

We have different methods of contact, depending on whether you are a Parcel Receiver, or a Parcel Sender and the details of each of these can be found below.

Please ensure that you provide us with full details of your complaint, including:

- Date of the incident leading to a Complaint
- Tracking Number
- Details of the Complaint
- Details of the Parcel Sender (Consignor)

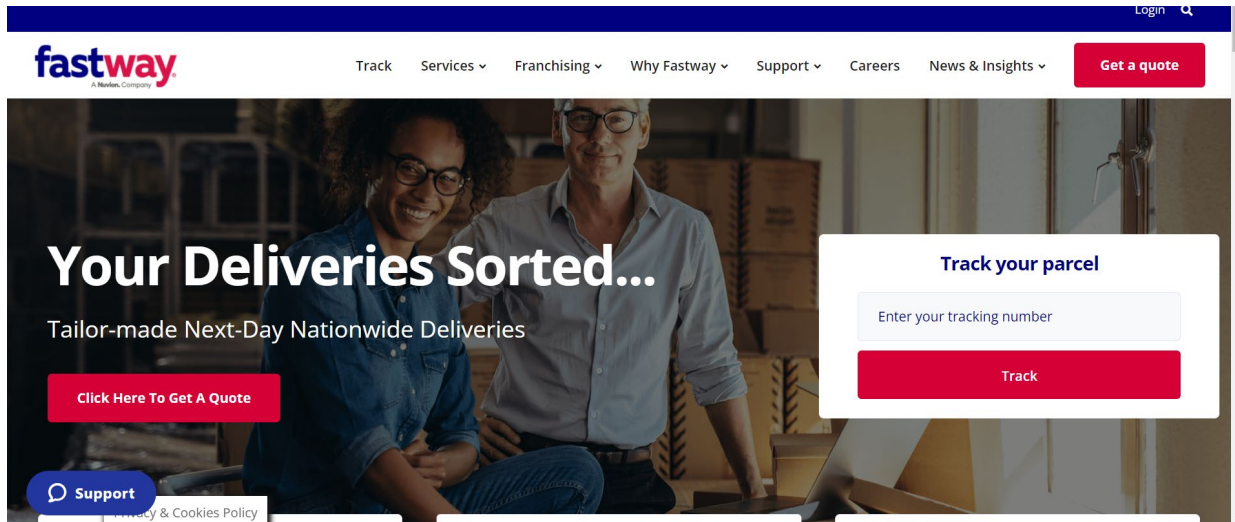
Where you are the recipient you may need to obtain details on the item from the sender (e.g. date of consignment).

If you have any particular requirement, special need or disability, and require our assistance in submitting a complaint, we provide the necessary support on request.

# ARE YOU A PARCEL RECEIVER ?

## TRACKING

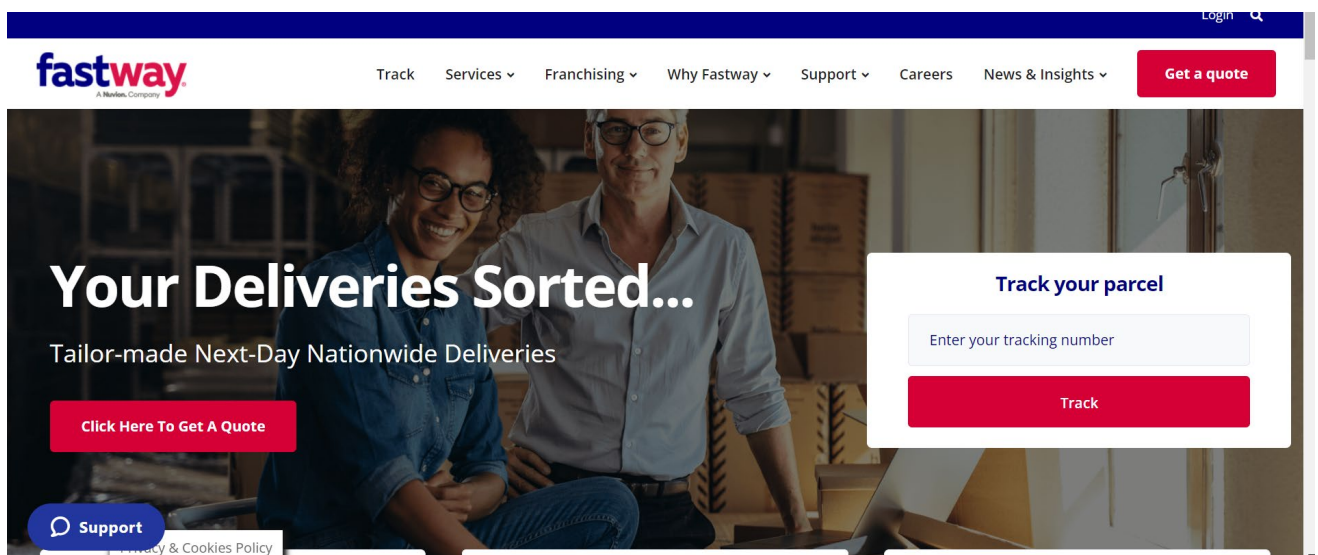
If you are not sure where your parcel is, our tracking facility may help you solve your query. Enter your tracking number and click on "Track".

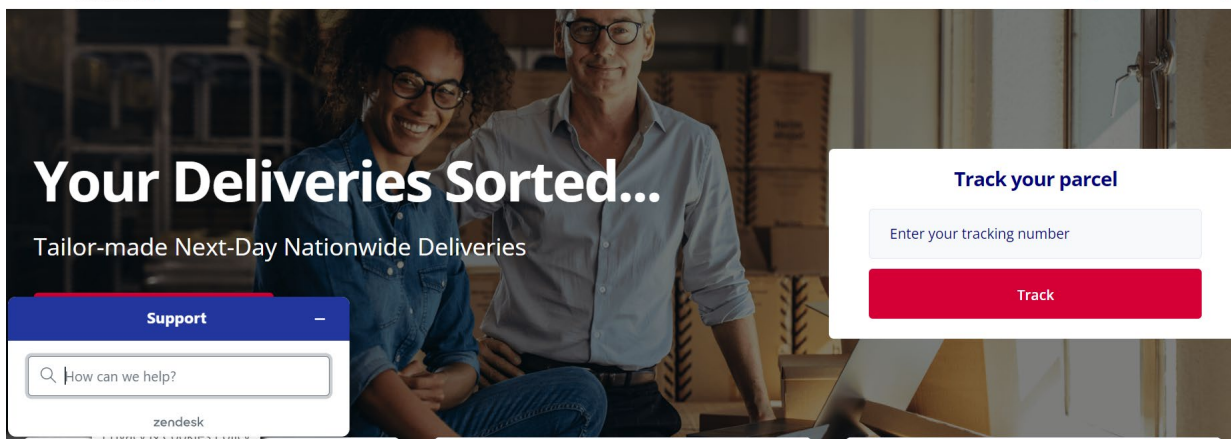


## SUPPORT BUTTON – Chat with us

Please make use of the Blue Support button on our website (bottom left of the screen) to contact us. Our customer care team are available to help you Monday to Friday: 10:00 am – 12:00 pm, and 2:30 pm – 5:00 pm.

Support Button: (<https://www.fastway.ie/customer-care/>).





## WRITE TO US

Our Customer Service Team can usually provide assistance quickly and effectively, however if you wish to write to us instead, any concerns or complaints can be directed to:

### **Fastway Complaints, Queries and Compliments**

1B Greenogue Logistics Park,  
Rathcoole, Co Dublin,  
D24 DH9Y

Please clearly state that you are making a complaint or seeking redress. This process may take a little longer than using the Support button.

# ARE YOU A PARCEL SENDER ?

## 1. SUPPORT BUTTON

If you are a parcel sender (consignor) our customer care team are available to help you via the Support button on our website (bottom left of the screen) Monday to Friday: 10:00 am - 12:00 pm, and 2:30 pm - 5:00 pm.

Support Botton: (<https://www.fastway.ie/customer-care/>)

## 2. TELEPHONE

To call our customer care team, who are available Monday - Friday, 8:00 am - 18:00 pm, please use the dedicated number provided in your 'Consignor Welcome' email.

\*Please note that this number is for complaints lodged by Parcel Senders and is provided to Consignors.

## 3. EMAIL

To contact us using email, please use the email address provided in your 'Consignor Welcome' email.

\*Please note that this number is for complaints lodged by Parcel Senders and is provided to Consignors.

## 4. BY WRITING TO US

Your concerns or complaints can be directed to:

**Fastway Complaints, Queries and Compliments**  
The Complaints Officer  
1B Greenogue Logistics Park,  
Rathcoole, Co Dublin,  
D24 DH9Y

Please clearly state that you are making a complaint or seeking redress. This process may take a little longer than using one of the alternative channels of communication.



## **TIMESCALES TO COMPLAIN**

### **COMPLAINTS**

If we are to effectively resolve your complaint, it is important that we receive this as soon as possible.

For a complaint to be valid, please submit your complaint to us:

- Within 1 calendar month (for any local parcels received)
- Within 3 calendar months (for any local parcels sent)
- Within 6 calendar months (for any international parcels)
- Within 1 calendar month for any non-courier service-related complaints

### **COMPLAINTS AND CLAIMS**

Where a complaint includes a claim, please ensure that you provide us with notification of the claim as soon as possible so that we may start the claims process.

### **FREE RETURNS**

If you are a Parcel Receiver who is returning a parcel to a Parcel Sender (Consignor) and who has not paid for the service directly (free returns), you are requested address any claims directly with the Parcel Sender, who in turn, will refund or replace the item according to their own particular Terms of Service.

## **HOW WE MANAGE YOUR COMPLAINT**

Using the methods or mediums listed above, you are able to submit a complaint with the knowledge that this will be recorded and dealt with in a uniform process.

### **ACKNOWLEDGEMENT**

All complaints will be acknowledged within 3 working days of the date on which the complaint is first received, by email where you have provided an email address or by regular post where no email address has been provided.

Where you make use of our Support function, we will use the email contact details provided.

### **WHAT IS THE PERIOD OF THE RESOLUTION PROCESS**

Once we have received your complaint or query, we will assess whether the complaint is easily resolved, capable of delegation or if it is more complex.

Although we attempt to resolve complaints within 10 working days, this is not always possible. We commit to completing our investigations and reverting to you within:

- 30 calendar days for complaints relating to local (Ireland) Parcel Collection or Delivery, and
- 40 calendar days for complaints relating to Parcels from or to countries outside of Ireland.

Where you have a complaint which is likely to take longer to respond than what may be reasonably expected, this will be explained either in our acknowledgement or in our ongoing correspondence with you. Reasons for the delay will be provided to you in our correspondence or/and upon your request and we will also provide you with an expected completion date.

There are many variables that can affect a response time. This includes the complexity of the issue/s, the availability of evidence and the size and complaint handling/ investigative resources. Appropriate investigation, assessment of the evidence, obtaining third party information, the drafting of a response and decision-making may take time and this will be clearly disclosed to you.

Where delays are incurred on the part of an associate service provider outside of Fastway Couriers' jurisdiction, we will contact you and inform you of the cause of this delay to the best of our knowledge and will continue to provide such updates/information as and when information becomes available.

Where the resolution of the complaint exceeds 40 calendar days, we will apprise you of the progress of your complaint at least once.

Where we exceed the stipulated maximum time frame for handling complaints, and

this is as a direct result of a sub-standard customer service process provided by Fastway, you may be entitled to a token monetary amount as an apology, at the discretion of Regional and/or National Management.

We will furthermore provide you with a formal letter of apology for any inconvenience you may have experienced.

## **INVESTIGATION**

In the first instance, our Customer Service staff will investigate the complaint.

Where your complaint relates to a missing parcel or late delivery, Customer Service staff will attempt to locate the parcel, contact the relevant Depot or person/s and where possible, arrange for its delivery, alternatively on arrangement, for it to be collected by you.

Where your complaint relates to a late collection, Customer Service staff will contact the relevant Depot or person/s and where possible, arrange for the parcel to be collected.

Where you have a dispute with your local courier franchisee, or your complaint relates to the behaviour and/ or competence of Fastway staff or Courier Franchisees, the relevant Regional Franchisee/Regional Manager will ensure that the investigation into, and resolution of any such disputes not only follows procedure but is resolved in an appropriate and timely fashion.

In the event of any complaint which may relate to a data protection matter, your complaint will be referred to the Fastway Data Protection Officer for investigation and resolution. In such instance, the internal procedures relating to data protection matters will apply.

In the event of a claim event, you will be advised of your right to claim as well as the process to follow. The constitution of what is deemed to be claimable covers lost, damaged or stolen parcels as well as those that have suffered substantial delay.

## **MULTIPLE SERVICE PROVIDERS**

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

As per the industry norm, Fastway accept responsibility for parcels and customer service to persons with whom the service has been agreed (which may or may not be a Parcel Sender/ Consignor). This includes parcels travelling overseas.

In the case of consignments for which Fastway 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).

Franchisees and sub-contractors working on behalf of Fastway 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 conditions of carriage (see [www.fastway.ie](http://www.fastway.ie)).

## ESCALATING A COMPLAINT

Fastway exercises a customer advocate mechanism for complaints which have not been resolved to your satisfaction, or for complaints where you do not understand how the complaint was resolved, as well as for complaints which cannot otherwise be resolved.

Upon request, a national user advocate can advocate on your behalf in resolving a dispute. The user advocate will be a competent and impartial person outside of the customer service and operations teams.

Details of the user advocate will be made available upon request of escalation in the event of a dispute being unresolved. You will be provided with the email address of the advocate who will be asked to make contact with you as soon as possible. In the event of your not being provided with these details on request, please email [dawn.julyan@fastway.ie](mailto:dawn.julyan@fastway.ie)

You are advised to escalate complaints to the advocate within 30 calendar days of being provided with a final complaint response.

When making such application please provide full details of the dispute and, in particular, include the following details:

- Details of the service under dispute;
- The exact issues which are being disputed;
- The reasons why you are making a claim or trying to have an issue resolved;
- Details of any compensation element if relevant;

To support your application, you are advised to include copies of any documents that are relevant to the dispute, including letters, e-mails, records of phone calls made or received, or other letters and contact between Fastway and yourself.

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 your favour, you can request Fastway to follow one or more of a number of actions:

- Formally apologise
- Take practical action that will benefit you
- Provide compensation in accordance with our terms and conditions (claim)
- Request that Fastway pay an additional amount subject to the terms and conditions of service.

## **REMEDIES, REDRESS, REIMBURSEMENT AND COMPENSATION**

Where there has been any loss, theft, or damage to a postal packet, or a failure to provide a postal service of sufficient quality, then Fastway will, at a minimum, place you in the position which you would have been in had there been no such loss, theft, or damage to the postal packet or had there been no failure to provide a postal service of sufficient quality, subject to any force majeure having occurred.

Compensation can be obtained within the terms and conditions listed at [www.fastway.ie](http://www.fastway.ie), which may cover:

- The cost of postage paid
- The maximum claim amount agreed with the Consignor, for valid claims

All financial compensation is paid in Euro (€) and will be dealt with promptly and in an easily accessible manner that does not impose a charge or any further burden on you.

We 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

If your complaint results in a request or requirement to submit a claim, you will be advised of this and will be provided with the correct procedure to follow. Please refer our claims procedure.

## **COMPLAINTS RECORDS**

All complaints, disputed or undisputed that have been subject to intervention from the user advocate will be maintained locally, securely and confidentially for a period of 1 calendar year post resolution.

This will include a copy of your complaint, any documentation considered in the course of any determination as well as the determination or outcome itself.

## **REGISTER**

Complaints information will be classified and recorded in a formal register and contain 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.

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

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 and 4).

## **COMREG**

If you are not satisfied with the outcome of your complaint you may appeal your case to the Commission for Communications Regulation ("ComReg") who have the discretionary power to resolve disputes. You can contact ComReg by:

- Emailing [consumerline@comreg.ie](mailto:consumerline@comreg.ie)
- Calling 353 1 804 9600
- Writing to ComReg, 1 Dockland Central, Guild Street, Dublin 1, D01 E4X0

## **SMALL CLAIMS COURT**

You can contact the Small Claims Office in your district or lodge a claim online. Details of the Small Claims Procedure to follow can be found at:

[https://www.ccpc.ie/consumers/how-to-complain/small-claims-procedure/?gclid=Cj0KCQiA\\_s7fBRDrARIsAGEvF8SHG55D-P4oOxRgNBCb-ChYi6UZscAeQvNDzqeARPBWaDTdug9hLOlaAI5tEALw\\_wcB&gclsrc=aw.ds](https://www.ccpc.ie/consumers/how-to-complain/small-claims-procedure/?gclid=Cj0KCQiA_s7fBRDrARIsAGEvF8SHG55D-P4oOxRgNBCb-ChYi6UZscAeQvNDzqeARPBWaDTdug9hLOlaAI5tEALw_wcB&gclsrc=aw.ds)

## MAKING A CLAIM

Please ensure that you provide us with notification of the claim as soon as possible so that we may start the claims process. It is important to bring to your attention that we require notification of claims within the following timescales:

### ARE YOU A PARCEL RECEIVER ?

It is important to lodge claims as quickly as possible so that we can investigate and process these quickly and effectively

### CONTACT US

We request that you contact our Customer Service using the widget on our website, and provide full details of your claim. . We request that if you have a claim relating to a damaged item, please contact us right away and if you have a claim relating to a lost parcel, please contact us within 15 days.

### CONTACT YOUR RETAILER / PARCEL SENDER

Once you have notified us, please contact the Parcel Sender from whom you ordered your goods and advise them of your issue, whether this be a lost or damaged parcel. The Parcel Sender will submit the claim on your behalf.

### DAMAGED PARCELS

Please ensure that you send us as well as your Parcel Sender photos/ evidence of any damage in the event of a claim for a damaged parcel as this is essential for a claim to be processed.

### FREE RETURNS

If you are a Parcel Receiver who is returning a parcel to a Parcel Sender (Consignor) and who has not paid for the service directly (free returns), you are requested address any claims *directly with the Parcel Sender*, who in turn, will refund or replace the item according to their own particular Terms of Service. These types of claims do not revert to Fastway.

### ARE YOU A PARCEL CONSIGNOR?

Where you are a Parcel Sender (Consignor), you will be provided with a Claim form which you are requested to complete. Where required, assistance will be offered by customer service staff with the completion of this form. You will then be required to follow the claims process.

## **APPENDIX 1 – CLAIMS PROCEDURE**

- Parcel Sender contacts us about a lost or damaged parcel.
- Once we receive your claim, this will be investigated and if the claim is valid in terms of our Conditions Of Carriage, the Parcel Sender will be sent a claim form to complete.
- The Parcel Sender will complete the claim form online and submit any required attachments.
- The Online Form is received by the National Assessor.
- Claims are managed locally or by a National Assessor, depending on the nature and value of the claim.
- Claims are assessed and approved or rejected within the next 14 days of receiving all required information and uploads.
- Claims payments are processed monthly



## APPENDIX 2 – COMPLAINTS REPORT

Type of complaint	Number of complaints	Number of complaints decided in favour of 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 – ESCALATED COMPLAINTS REPORT

Type of complaint	Number of complaints	Number of complaints decided in favour of 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)			