

Fastway Couriers Ireland: Complaints and Redress Procedures

Updated June 2014

Contents

Section	Procedure	Page
1.0	Introduction	3
2.0	First Point of Contact	4
3.0	Recording a complaint	5
4.0	Time frames for responding to complaints	6
5.0	Procedures for resolving disputes	6
6.0	Remedies, Redress and Compensation	7
7.0	Establishing responsibility with other providers	8
8.0	Retention of records	9
9.0	Additional information	9
10.0	Appendix	10

1.0 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"*.

2.0 First Point of contact for complainants

Fastway Couriers Ireland's postal service users are offered three points of contact for making a claim and/or complaint each point of contact has at least two methods from which the consignee can choose to make contact. Our contact points and methods/options are as follows:

- **Courier Franchisee:** Postal Service Users can obtain the details of their respective courier franchisee from the regional depot (details available online at www.fastway.ie). Consignees can contact their local courier via the following methods:
 - Telephone
 - Voice Call
 - SMS

- **Regional Franchisee:** Postal Service Users can make a complaint to their local regional franchise office/depot (details available online at www.fastway.ie) whose customer service team are available to offer support from 0830am to 1700pm Monday to Friday each week (excluding public holidays). Consignees can contact their regional franchise office/depot via the following methods:
 - Telephone
 - Voice Call (Only)
 - Email
 - Fax
 - Post

- **National Master Franchisee:** Consignees can make a complaint to the national master Franchise office otherwise known as the Franchise Support Office (FSO) who will forward the complaint to the respective regional franchise. The FSO are also responsible for receiving complaints made via the info@fastway.ie email account, managing the www.fastway.ie website and up keeping the terms, conditions and procedures for managing and monitoring complaints. Consignees can contact the FSO between 0830am – 1300pm and 1400pm and 1700pm Monday to Thursday and 0830am – 1300pm and 1400pm and 1630pm on Fridays. FSO offer the following methods for making a complaint:
 - Telephone
 - Voice Call (Only)
 - Email
 - Fax
 - Post
 - Online Form (Editable PDF)

The Central Point of Contact is the Fastway Franchise Support Office:

A&G Couriers Ltd

T/A Fastway Couriers Ireland

46 North St

Swords

Co. Dublin

Ph: 01 807 4763, Fax: 01807 4766

Email: FSO@fastway.ie

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 5.0 Claims Prelog Form and Appendix 2.0 Customer Complaint Form), ensuring consistency (Appendix 3.0 Claims Checklist and Appendix 4.0 Claims procedure Chart) whilst maintaining the highest standards of customer service through our regularly updated operational manuals.

3.0 Means of recording complaints

Using any of the methods or mediums listed in Section 2.0 including telephone (for both Voice Calls and SMS text), email, online form completion, direct visit, post or fax, postal service users (Consignees) 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.

Customers are offered the option of completing a complaint form (Appendix 2) and submitting this to their Regional Franchise Depot or National Franchise Support Office by:

- Email
- Post
- Telephone dictation (one of our helpful staff will complete the form on behalf of the customer).

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 2), 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 FSO.

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.

4.0 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.

5.0 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 7.0 and 7.1).

6.0 Remedies, Redress, Reimbursement and Compensation

In the first instance a customer should be directed to www.fastway.ie > FAQ's to access the Fasway Couriers Ireland standard Claim form (Appendix 6.0). Once complete the customer should submit the form by email, fax or post to their local regional franchise depot (details found on www.fastway.ie > contact us. 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.

7.0 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).

8.0 Retention of records

Once a complaint of claim has been received, the respective Regional Franchise must complete a claims/complaints Prelog form (Appendix 5.0) in order to uniformly record relevant details for the case. The pre-log form, claim or 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.

9.0 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: Complaint Form

Please Note:

Date:		Pickup Region:	
Author:		Delivering Region	
Recipient:		Owner:	
Complainant:		Reference No.:	
Contact Details:		Date posted:	
email:		UPI Number:	
Address:			
Notes to Region			
Region Response/Action - Please include any correspondence or conversations with the complainant.			
Complaint Resolution			
Corrective Action Undertaken/Required			
Signed off By:		Date:	
Closed By:		Date:	
Last Updated By:		Date/Time:	

Whilst in most cases we will respond sooner, Fastway Couriers Ireland is committed to customer service and so aims to accept all complaints within 1 Calendar month of the date of receipt of the mail item.

Customers requiring assistance in completing this form can call their respective regional franchise depot where our helpful staff will offer a dictation facility for completing this form on your behalf. Fastway Couriers Ireland are committed to confidentiality and impartiality.

Appendix 3.0 Claims Checklist

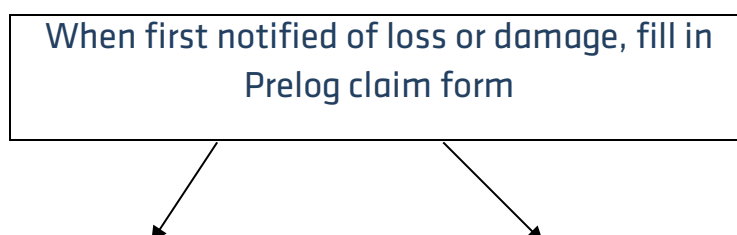
As per the Claims Procedures, you must ensure that your claim is submitted correctly for processing.

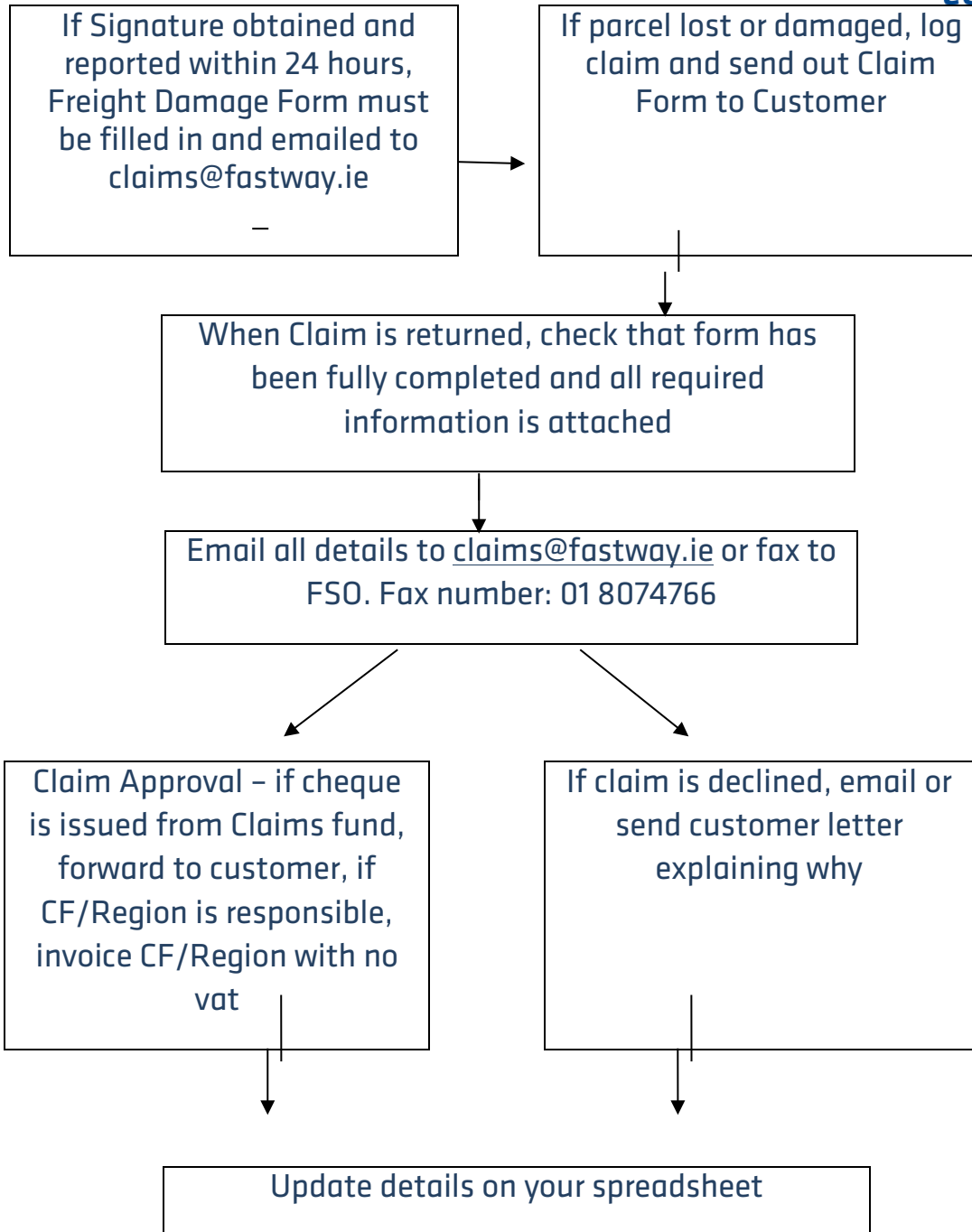
*The following items **must** be included in the claim submission. Failure to include all items below will result in automatic declination of your claim. Also, if a claim is declined due to insufficient information this will also cause the processing of your claim to be delayed by at least one month.*

1. **Fully completed claim form** and dated by customer with price of label noted by either the customer or the depot (otherwise customer cannot be refunded cost of label)
2. a). Suppliers invoice (cost to consignor not customer invoice) or
b). If Consignor manufactures the goods, it must be clearly stated and profit margin percentage should be highlighted in relevant box.
3. Prelog Claim Form with all details particularly packaging and size of parcel.
4. Printout from website of any scanning whatsoever of relevant label(s)
5. Freight Damage Report Form (if signature obtained and damage/loss reported within 24 hours of delivery)

Checklist checked by: _____

Appendix 4.0 Claims Procedure Chart





Appendix 5.0 Claims Prelog Form

Regional Franchise: _____ Person who logged call: _____ Date Call Received: _____

Fastway prepaid label number/s: _____

They were sent from: Consignor Name: _____



Date Dispatched : _____

They were sent to: Consignee Name/Address: _____

Who reported the Lost/Damaged Goods? (tick box) Consignor Consignee Depot Manager/Courier

Cause / Circumstances Details (tick box): Lost Damaged Other

Detailed Breakdown and Description of the Goods

No Goods	Item

Damaged Goods
When and by whom was the damaged parcel reported?
How was the parcel packaged? What length and size was the parcel? Was parcel oversized?
Did the consignee sign for it or did they query the parcel on delivery?
What is the extent of the damage:
Is it repairable: Cost of repair:
Did the CF or RF report damage to the depot:
Other Details:
Checklist for Region before sending Claim
<input type="checkbox"/> Valid Claim Form (with Declaration Signed) <input type="checkbox"/> Suppliers invoice – Note 6.3 on Conditions Carriage If customer manufactures goods, what % is their profit margin. <input type="checkbox"/> Breakdown of Goods completed for claim to be processed <input type="checkbox"/> Invoice to Customer <input type="checkbox"/> Did customer pay for labels before sending consignment. <input type="checkbox"/> Copy of POD (if captured on paper and no freight damage form sent)

Appendix 6.0 Claim Form

Fastway Claim No: (Fastway office use only): _____

Claim Application Form

IMPORTANT NOTICE: Please complete this form **fully** and forward it to the relevant Fastway franchise together with the required documents within **14 days of damaged freight being dispatched/120 days of lost freight being dispatched.** (Failure to submit within 14 days/120 days will result in your claim **BEING automatically DECLINED**)

Fastway franchise you are claiming against: _____

I wish to claim compensation for the following goods which were **Lost** / **Damaged** / **Other**
(tick one) while under the care of a Fastway Courier Franchisee.

Details outlined below:

Fastway prepaid label number/s:

They were sent from: Consignor (Sender) Name:

Consignor Address: _____

Date Consignment Dispatched : _____

They were sent to: Consignee Name: Consignee Address:

Date Fastway first notified:

Which Fastway representative did you speak to:

Description of the Goods
(Detailed Breakdown of goods and supplier cost net of vat required Overleaf):

Please state fully the cause/circumstances:

Amount claimed:

Please note: All Fastway Courier Franchisees liability ends with the obtainment of a signature from the consignee upon delivery of the goods. Also under the terms of the Contract of Carriage, carrier's liability is one of **Indemnity** to a maximum value of **€400** per consignment of goods as defined in the Contract of Carriage.

IMPORTANT NOTE: YOUR CLAIM MAY BE AUTOMATICALLY DECLINED UNLESS ALL THE FOLLOWING DOCUMENTS ARE SUPPLIED WITH THIS FORM:

1. A copy of your suppliers invoice (amount *YOU* paid) for the goods in question. (If this is not provided a percentage will be automatically deducted from your customer price. **If you manufacture the goods, state this clearly with % markup margin on page two.**)
2. A copy of your invoice to your customer or detailed breakdown of net price charged.
3. Detailed Breakdown of Goods on Next Page to be completed fully and clearly.

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.

Please retain a copy of this form for your records.

Appendix 7.0 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			

How complaints are treated			
Other complaints (not appropriate to be included in the categories above)			

Appendix 7.2 Escalated Complaints report

Type of complaint	Number of escalated complaints	Number of escalated complaints decided in favour of the complainant	Number of escalated 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)			