

# Transport Exchange Group Ltd

## Complaints procedure 2018

We take complaints about our work, staff and levels of service very seriously. If you are not satisfied, please follow our process for raising a formal complaint.

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### 1. What complaints we can and can't deal with

We can deal with:

- Payment complaints
- Failure of service/s as per your agreements
- Poaching
- Co-loading without permission
- Delivery complaints
- Damaged goods
- Breach of our rules
- Complaints about our staff and or complaints about our business.

We can't deal with:

- Complaints about non-members
- Complaints without written evidence or recorded conversations
- Complaints about failed agreements that have occurred verbally without written evidence
- Complaints about late payments that have not exceeded 28 days from agreed payment date (\*)

## 2. Complaints about payments

We will investigate complaints about payment issues between your business and another member but only after 28 days from the agreed payment term date and it must be booked through the Exchange. We would expect your business to communicate with all parties until this date and make all reasonable efforts to resolve this matter. You must use your own credit control resources by emailing and calling and keep a record of these. Please ensure you check the booking footer on the confirmation to see if there is a preferred/accepted method of contact for payment queries, please also ensure a statement has been sent if required. If, however this is unsuccessful we will make all parties aware of the process or resolution which may include suspension of an account until the full payment has been made.

If a payment is not received after suspension we will advise all necessary next steps in recovery of payments due to your business.

The Exchange are not able to assist in payment complaints where you have already involved a debt collection company or sought legal representation.

(\*) We are currently reviewing your needs and are in proceedings to change this to a minimum of 10 days from the agreed payment term date. This will be implemented in the summer 2018.

## 3. Complaints about Deliveries

**\*All goods cannot be 'held at ransom' for delivery / payment disputes or disputes on volume, weight, dimensions or distance travelled once goods are on board – this can be deemed as theft\***

We will investigate complaints about delivery issues between your business and another member but only after an agreed delivery term date / time have expired or if being 'held at ransom' during delivery, but it must be via a booking through the Exchange. We would expect your business to communicate with all parties until this date / time and make all reasonable efforts to resolve this matter. You must use your own resources by email and telephone calls and keep a record of these as evidence if required.

It is your responsibility to ensure you check member insurance prior to load acceptance for validity and specific cover for the goods on board. Please also ensure you are aware of the cost of all goods and the current state of the goods before accepting any transactions between your business and another member. A statement may be necessary and sent to our business if required. If, however this is unsuccessful we will make all parties aware of the process or resolution which may include suspension of an account until the delivery and or resolution has been made.

- You can reserve the right of collecting any item/s if not described correctly or damaged on collection. Please make sure you communicate this to all parties and take photos as evidence.
- It is advised to make sure you are aware of the goods you are advertising and notify the member prior to agreement to reduce the risk of complaint.

If a delivery is not completed or your goods are damaged, you may need to contact the local police if deemed as theft or make all necessary next steps in recovery of your goods

Damaged goods need either a mutual resolution or the involvement of both party's insurance. The Transport Exchange Group are not liable for any damage caused before, during or after delivery.

The Exchange are not able to assist in payment complaints where you have already involved a debt collection company or sought legal advice.

## **4. Complaints about any breach of our ‘rules’**

We will investigate all complaints for a Breach of our terms and conditions, our ‘Rules’ or, our Do’s and Don’ts of the Exchange. If any member is found to be in breach, we may decide to suspend an account immediately until our investigation has been completed in full and if found via evidence to be in breach we may revoke any member/s membership either permanently or for a specified amount of time (normally minimum 12 months)

## **5. Complaints about our business**

We will investigate all complaints about our business within 14 days of receipt, but this will depend on the area/s that requires investigation and what department it refers to.

## **6. Complaints – How to contact us**

If you want to speak to someone about a complaint, you can call our Complaints team / Call Centre on 020 8993 7100 (lines are open 9am to 5pm, Monday to Friday, excluding bank holidays), where we will try to resolve the issue if we can.

If you wish to discuss an on-going complaint we would prefer for you to email [complaints@transportexchange.com](mailto:complaints@transportexchange.com).

## **7. What information we’ll need from you**

We will need:

- A clear, detailed description of what your complaint is about
- Copies of any letters, emails, load ID, Member/s ID related to the complaint
- A correspondence case reference number, if you have it
- Your email address (so we can reply)

We aim to respond to complaints within 5 working days. If we can’t reply to you within this time, we will let you know and tell you when you can expect a reply.

We aim to find resolution in complaints within 20 working days once our investigation is completed and evidence has been supplied by all parties. All evidence must be delivered no

later than 15 days after a complaint has been opened. We will advise the complaints procedure to all parties upon receipt of a complaint.

If the problem is still unresolved, you can make a formal complaint to our complaints manager. You will be required to wait / add an additional 5 working days for a full independent investigation to be carried out by the manager.

## 8. How to make a formal complaint

You can make a formal complaint by post, email, online or by phone for the following subjects; -

- Complaints about our business

Write to:

Complaints Team  
Transport Exchange Group  
166 College Road  
Harrow  
HA1 1BH

- Complaints about other members, payments or service (\*)

Email: [Complaints@courierexchange.co.uk](mailto:Complaints@courierexchange.co.uk)

Online: via our feedback system

If you would prefer one to one contact you can;-

Phone: Our Complaints team / Call Centre on 020 8993 7100 (lines are open 9am to 5pm Monday to Friday, excluding bank holidays). Our Call Centre staff can take a note of your complaint to pass on to the complaints team / manager or arrange a suitable time for an advisor to do so or transfer you to the Complaints team.

Please note it is advisable to place detailed complaints in writing, where possible, to ensure your concerns are comprehensively covered.

(\*)If it is a member to member complaint that requires investigation or dispute resolution, it is at the Transport Exchange Groups discretion if we will get involved or if not raised via a booking through the Exchange we will take no further action\*

## 9. What happens next

When you've made your complaint, we will:

- Send an email to let you know that we've received it as long as you've provided a valid email address
- Deliver to you the complaints process and procedure which displays the timeframes of completion
- Investigate your complaint, looking at whether your questions were answered
- Look to see whether you suffered any injustice or hardship and what remedy would be fair and proportionate in the circumstances
- Resolve your complaint by way of mediation

## 10. What to do if I am not satisfied

If you are not satisfied with the outcome of your formal complaint, you can appeal its decision to the Complaints Manager – categorised as a Stage 2 complaint, who will investigate this independently and in full. If, however you feel that this complaint has not followed process or has missed evidence which is fundamental to the investigation / success of your complaint. You would need to write to the Head of Customer Services. This is categorised as a stage 3 complaint. Stage 3 complaints can only be viewed after the full process of complaint has been completed.

Please note that an appeal can only be investigated once a decision has been made from the Complaints team and the complaint has been deemed as complete / resolved.

## Complaints – What are the categories and timescales of completions

Stage 1 – To be resolved within 20 working days of receipt

- Complaint is raised
- Email is delivered to state receipt of complaint
- Complaints team investigate and offer both parties to submit evidence
- Complaint is resolved, completed, edited or dismissed.

Stage 2 – To be resolved in 10 working days (from date of decision via complaints team)

- Appeal is raised
- Email is delivered to state receipt of appeal
- Complaints Manager will investigate all evidence
- Complaints manager will deliver their verdict and share with both parties
- Complaint will be closed / resolved / completed

Stage 3 – To be confirmed on timescales of completion (this will be notified to all parties)

- Final stage of complaint is raised
- Email from Head of the Department is delivered to state receipt of complaint
- Meeting with Senior Management to discuss the complaint and all evidence
- Possible meeting to be arranged between all parties (conference call may be offered)
- Agreement of process/procedures have been followed or not

- Final decision is made and delivered to all parties