Note: These notes outline our procedure for handling complaints related to mail (letters and small packets); they do not cover handling of complaints related to parcels, courier items or pallets.

Outlined below are the steps we will follow in dealing with a complaint:

- A complaint is received by UK Mail either by email, telephone or letter.

- If the complaint has not directly been taken by our Customer Concerns team it will be passed to them as a matter of urgency.

- If the person making the complaint is the recipient or addressee, that is they are not the sender (who is UK Mail’s customer), they will be asked to contact the sender and request the sender to raise a complaint with UK Mail. This is because UK Mail needs certain information in order to investigate any complaint, which includes (wherever possible) the date of posting and the UK Mail account number used to post the item. It also allows the sender and the recipient/addressee to share any personal details which will help the sender to provide UK Mail with information about the posting of the item, without such personal detail having to be shared with UK Mail (this is particularly important for mail posted by one of UK Mail’s many financial services, utilities and telecoms customers).

- The complaint is logged by the Customer Concerns team and allocated a unique reference number, which we will quote on any correspondence with the customer. An evaluation of the complaint will be made to identify the nature and severity. The complainant will receive a response acknowledging the complaint, including the reference number and asking that it be used in any further communication from the customer.

- The initial response to the customer will depend on how the complaint was received -

  **Email**: customerconcerns@ukmail.com
  An automated response is sent to the complainant acknowledging the complaint, followed within 2 working days by an email giving the reference number and the anticipated timescale for a response.

  **Phone**: 0121 335 1815
  Full contact and details of the complaint will be taken, written confirmation will follow within 2 working days either by email or letter, including the reference number and an anticipated timescale for a response.

  **Letter**: UK Mail Communications Centre, Wolseley Drive, Birmingham B8 2SQ
  **Fax**: 0121 335 1816
A written response acknowledging the receipt of the complaint will be sent within 2 working days, including the reference number and an anticipated timescale for a response.

- The complaint is then investigated fully by UK Mail to try to establish the cause of the complaint and where the ownership for the incident lies. At this stage of the investigation it is likely that the incident can be referred to Royal Mail for their assistance with further investigations.

- If the investigation takes longer than 1 week (which is likely if assistance has been sought from Royal Mail, whose complaint procedure may take 28 days), the complainant will be provided with progress reports via email or phone call.

- When our investigations are complete, a letter or email is sent to the complainant in writing, advising of our findings and conclusion.

- The nature of the response as a result of the investigation will depend on the nature and severity of the complaint. The resolution will be determined in relation to our terms & conditions and any relevant legislation.

- In cases where our terms & conditions provide for a compensation payment to be made, the complaint will be told of the payment we will make.

- In some cases, without prejudice and on a discretionary basis, we may choose to make a goodwill payment in recognition of the poor experience of the complainant.

- If the complaint is does not accept the resolution given, the complaint will be escalated for review. In the first instance this would be to UK Mail’s Head of Commercial & Customer Service and then (if necessary) to the Group Commercial Director and finally to UK Mail’s Managing Director.

If you require independent advice on postal consumer issues, you can contact the Citizens Advice Consumer Helpline on 08454 04 05 06 or online at www.adviceguide.org.uk [In Northern Ireland: Consumerline 0300 123 6262]
The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues and should be able to help you.