

Complaints Charter

Introduction

This charter provides all the information you need to know if you wish to make a complaint, and how the team at FedEx Express will respond to you.

What you can expect from us

We define a complaint as ‘an expression of dissatisfaction in relation to services supplied by FedEx Express’.

We recognize that occasionally things can go wrong and you may not be satisfied with the level of service which you have received. If this happens and you wish to contact us about your experience, our Customer Services team are available to help and support you and we promise:

- **We will listen to you and be polite, helpful and professional**
- **We will respond promptly and will be responsive to your needs**
- **We will take ownership of your complaint**
- **If we can't resolve your complaint immediately, we will provide regular updates with agreed timescales**

Making a complaint

- **For FedEx queries:** please complete our **Contact Form** on **fedex.com**
- **For TNT queries:** please complete our **Contact Us Form** on **tnt.com**

Our relationship with you means everything to us and we'd like to know how we're doing. Please take a few moments to send us your questions, comments or suggestions and we will respond as quickly as possible.

When you contact us

Please have the below information to hand to allow our team to handle your complaint as promptly and efficiently as possible;

- **Your contact details -**
full name, telephone number, email address and postcode
- **Account number -**
(if applicable)
- **Tracking number -**
if your complaint is in relation to a shipment
- **Sender's details -**
name/company, address including postcode
- **Receiver's details -**
name/company, address including postcode
- **Description of your complaint -**
what has happened, the current situation and what you would like us to do

Resolving your complaint

We aim to resolve all complaints in full within 5 days, or for complex complaints within 28 days.

Our Customer Services team will complete an investigation and will contact you providing an update and a proposed outcome.

- **We will apologise for the experience which you have had to contact us about**
- **We will explain, where possible what went wrong**
- **We will resolve your complaint to your desired outcome where possible, and where we are unable to do this we will clearly explain our reason why**

If you remain unsatisfied, we will refer your complaint to our Customer Resolution Team. The team will complete a full review of the complaint history and will contact you providing an update.

If after review by the Customer Resolution Team, we have been unable to resolve your complaint, the team will escalate your complaint to the Head of Customer Services, whose decision will be our final response.