

# Compliance Framework

## Section 30 - Client Complaint Handling Procedure

### 30.1 Purpose

This procedure outlines how DSW Specialised Courier Ltd handles client complaints. The objective is to ensure that any concerns raised by clients are acknowledged, investigated and resolved professionally while maintaining transparency and service improvement.

### 30.2 Scope

This procedure applies to all complaints received from clients or delivery recipients regarding courier services provided by DSW Specialised Courier Ltd. Complaints may relate to delivery delays, damaged consignments, communication issues or service quality.

### 30.3 Receiving a Complaint

- Complaints may be received via email, telephone or written communication.
- All complaints should be recorded with the date, time and details of the issue.
- The client should be acknowledged promptly and assured the matter will be reviewed.

### 30.4 Investigation Process

- Review delivery records and operational documentation.
- Speak with the driver involved if applicable.
- Assess any supporting evidence such as delivery notes or photographs.
- Determine the cause of the issue where possible.

### 30.5 Resolution

- Provide the client with a clear explanation of findings.
- Where appropriate, offer corrective actions or service improvements.
- Maintain professional communication throughout the process.

### 30.6 Record Keeping

All complaints and their outcomes should be documented to help identify patterns or areas for operational improvement.

### 30.7 Procedure Review

This Complaint Handling Procedure may be reviewed periodically to ensure it remains effective and aligned with service standards.