Complaints & Appeals Policy

Purpose and Scope

Logistics UK is one of the biggest business groups in the UK, representing the entire industry, with members from the road, rail, sea and air industries, as well as the buyers of freight services such as retailers and manufacturers.

We focus on the critical services, support, and advice, that we provide to our members.

At Logistics UK, we ensure that our core values take priority when dealing with complaints & appeals. We commit to dealing with all cases effectively and consistently strive to improve the quality of the provision.

This policy applies to:

- All external complaints regarding products, services, or staff conduct
- All external appeals regarding the outcome or result of a service
- Complaints submitted via email, phone, online forms, social media or in person.

Policy Statement

We commit to:

- **Accessibility:** Clear and easy ways to submit complaints & appeals.
- **Responsiveness:** Acknowledge promptly and resolve within agreed timelines.
- **Fairness & Impartiality:** Investigate objectively.
- **Confidentiality:** Protect personal data and sensitive information.
- **Continuous Improvement:** Use complaint data to enhance service quality.

Process

How to Make a Complaint

Customers can submit complaints & appeals by:

- Email: customerservices@logistics.org.uk
- Phone: 01892 552221
- Online: https://logistics.org.uk
- Post: 5 Lonsdale Gardens,
  Tunbridge Wells,
  Kent,
  TN1 1NU

Please include:

- Your name and contact details
- Details of the complaint (what happened, when, and who was involved)
- Any supporting documents

Complaints & Appeals Handling Process

Step 1: Acknowledgement

- Acknowledged within **2 business days**.

Step 2: Investigation

- Assigned staff will review and gather facts.

- Investigation will be completed within **15 business days** (complex cases may take longer, however the complainant will be updated).

Step 3: Resolution

- We will provide a verbal response (a written response can be provided on request) outlining:
  - Findings
  - Actions taken
  - Any remedies offered (e.g., refund, replacement, apology)

Step 4: Escalation

- If dissatisfied, customers can escalate to:
  - Senior Manager

Roles & Responsibilities

- **Employees:** Log and manage professionally.
- **Managers:** Oversee investigations and ensure consistency.
- **Quality Manager:** Monitor trends and report improvements

Version Control			
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Version:	1	**Approved by:**	Chris Lipscomb