



Complaints and Dispute Resolution Information for General Logistics Systems Ireland Limited.

At General Logistics Systems Ireland Limited, we endeavour to deliver the best possible service by putting our customers first, thus ensuring their satisfaction. Our employees and delivery vehicles are on the road with the sole objective to satisfy our customers. We provide effective quality control throughout the whole delivery process. However, occasionally, as in most organisations, issues can develop due to unforeseen circumstances. If this occurs, please notify us immediately, and we will do everything in our power to resolve your issue.

We also welcome your comments as they may highlight areas that we can improve upon in the services that we provide. Of course, we also are pleased to receive compliments if you are satisfied with our service.

What do we mean by a complaint?

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by General Logistics Systems Ireland Limited, affecting any customer.”

Who can make a complaint?

Any natural or legal person as a sender or an addressee. General Logistics Systems Ireland Limited will only accept one claim per item.

How can you make a complaint?

- Stage 1
- Stage 2

Stage 1:

– By phone:

You can make a complaint about any aspect of our service to any staff member, who will ensure that you are directed to the appropriate individual. You may complain by phone (Customer Service: Tel: 1530 235 236 **, Business hours, 08:00am to 18:00pm, Monday to Friday).

As GLS Ireland is a parcel distribution company, we require you to quote your parcel tracking number and address to our staff when making a complaint that is parcel related. This will speed up the resolution of same.

If your complaint cannot be quickly and easily dealt with or if you are still unhappy, you may make a written complaint as outlined below.

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** Calls are charged at 33cent per minute including VAT, Mobile calls could cost more.



– In writing:

A complaint in writing must be forwarded to:
Customer Services Manager,
General Logistics Systems Ireland Limited,
Part Building 3,
Orion Business Campus,
Ballycoolin,
Dublin 15.

– By email/website:

A complaint via email must be forwarded to:
Service@gls-ireland.com

Or via our website at:
www.gls-group.eu

We will endeavour to acknowledge a formal complaint within 3 working days upon receipt of same.

Due to the complexity of a complaint, the following timescales will be required to carry out a full investigation from the date of our acknowledgement to you:

- Up to 30 calendar days for domestic complaints.
- Up to 40 calendar days for complaints covering Europe, Canada, New Zealand, Australia and USA, and all other countries where the matters can be dealt with by fax and any other electronic means, and
- Up to 60 calendar days for all other international complaints.

Where a resolution is not imminent, we will advise you of any progress in respect of your complaint.

Timescales for making a complaint:

GLS Ireland will only handle and accept complaints in line with the following timescales:

- For domestic mail – one month from date of receipt of item and three months from date of posting item.
- For international mail – up to six months.
- Within one month for all non mail related complaints.

All reasonable attempts will be undertaken by GLS to resolve a complaint in cases where the appropriate timescale has elapsed.

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If you are still not satisfied with the outcome, you can request an internal escalation to the Depot Manager.

Stage 2:

The Depot Manager will respond in writing to your complaint within 10 working days.

In the unlikely event that you are still dissatisfied, you can contact the following:

Commission for Communications Regulation,
Block DEF,
Abbey Court,
Irish Life Centre,
Lower Abbey Street,
Dublin 1.

Compensation:

For compensation to be assessed for a lost or damaged mail, we require you to follow our Claims Procedure as outlined in Appendix A. The compensation amounts are as per our Standard Terms of Contract Conditions, note 28.

The compensation amounts are as per our Standard Terms of Contract Conditions and cover the full cost of the mailing, and include recompense for the following elements:

- The cost of the postage fee paid.
- The cost of the material in the mailing, which will reflect the current cost of the replacement / reproduction of the packaging and contents.
- A small compensation to cover any other relevant and reasonable costs incurred.

In the unlikely event of GLS Ireland not handling a complaint within the timelines as set out above, €15 will be payable as compensation.

GLS Ireland's compensation scheme as offered excludes consequential loss, economic loss and circumstances covered by registered post and insured universal services as defined in the Postal Regulations.

What Can You Expect From Us?

- You will be given the name and number of the person dealing with your complaint.
- You will receive a full written response as outlined in Stage 1.
- You will be treated fairly and courteously.
- Your complaint will be treated confidentially.
- We will not discriminate against you in the future because you have complained.
- We will use all information from complaints to improve our service in the future.