



DPD UK

Complaints Charter

How we deal with complaints



Introduction

This document provides all the information you need if you wish to make a complaint, and explains how our Customer Service Team will support you.

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Here you will see why you may need to get in touch with our Customer Service Department.

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See how to contact our helpful Customer Service Department.

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This page shows more information about how you can register a complaint with our Customer Service Department.

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Here you can find out what steps we follow to resolve a complaint which has been raised with our Customer Service Department.





Our Promise

At DPD UK we pride ourselves on ensuring that your parcels are transported and delivered safely and securely. You will also receive the highest level of service and care from our teams.

We know that things can sometimes 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 Service Team are here to help.



[Click here to view our contact page](#)

Reasons For Contacting Us

At DPD Customer Services, as well as working to resolve complaints we are here to help you with any changes you wish to make or support you need with your delivery. These include:



Check Delivery
Date & Time



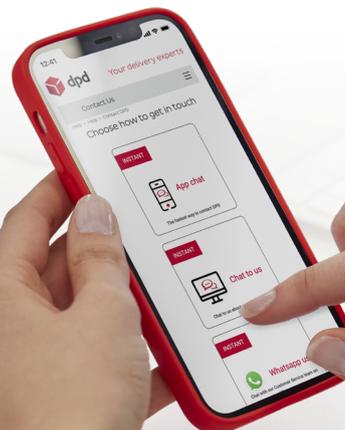
Find Additional
Information



Report A Problem
With Your Delivery



Provide Us
With Feedback

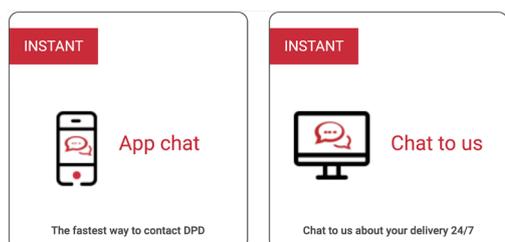


Contacting Us

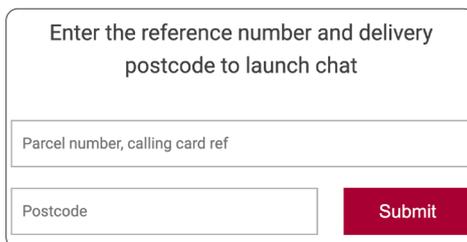
Take a look below to see how you can contact our Customer Service Department...

Live Chat & App Chat

Our live chat options are open **Mon-Fri** 08:00–18:30, **Sat** 08:00–16:00, **Sun** 09:00–15:00. Take a look at how to contact us via live chat below:

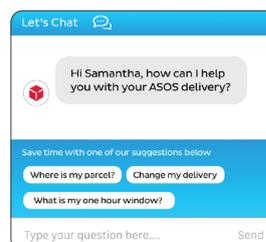


Click the link to go to our contact us page. To chat live, select 'Chat to us'.



The image shows a form titled 'Enter the reference number and delivery postcode to launch chat'. It has two input fields: 'Parcel number, calling card ref' and 'Postcode'. A red 'Submit' button is located to the right of the 'Postcode' field.

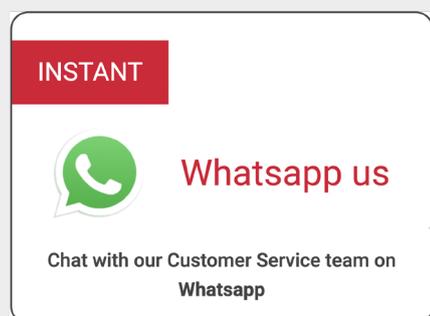
Add your parcel reference number/calling card reference along with your postcode, then click submit.



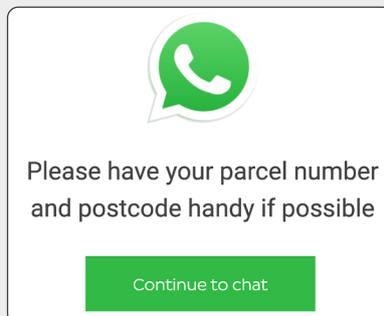
The chat window will then open to begin your query.

WhatsApp

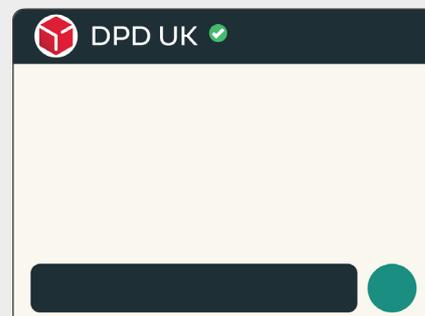
Chat to our Customer Service Team on WhatsApp. See how to do this below:



Click the link to go to our contact us page, then select WhatsApp us.



Select 'Continue to chat'.



You will then be brought to WhatsApp and you can chat to us.

Call us

Call our Customer Service Team on **0121 275 0500**. Our lines are open **Mon-Fri** 08:00am–18:30pm, **Sat** 08:00am–16:00pm, **Sun** 09:00am–15:00pm.

We aim to answer the phone within 2 minutes, 30 seconds.

By Letter

Send letters to:

Customer Services, DPD UK, Roebuck Lane, Smethwick, B66 1BY

Information we will need

- Your parcel number (if your query relates to a parcel).
- Your full address and contact details





Registering A Complaint

If you wish to make a complaint, you can contact us via the channels listed on page 5.

What we define as a complaint

“An expression of dissatisfaction that requires remedial action”

Some complaints may require us to investigate and escalate further internally. In this case, we aim to keep you informed every step of the way, ensuring we get back to you when promised.

Resolving Your Complaint

Take a look below to see more information about the steps we take to resolve a complaint.

If we are unable to resolve your complaint, we will take the following steps:



Assess

Your complaint is assessed and the best course of action agreed



Plan

Your complaint handler will then plan their investigation



Investigate

The complaint will then be investigated and action will be taken to gain a resolution



Respond

We will then respond with our findings and a clear decision on the outcome of the complaint. We aim to resolve complaints within 5 working days. For more complex complaints, the time is up to 28 days



Follow-up

Any concerns that the Customer Service Department have will be addressed and the necessary feedback will be given

Sometimes we will have to refer you to the sender of your parcel to resolve your complaint