GLS procedure for handling complaints submitted by senders and consignees

1. PURPOSE

This procedure sets out the process for receiving, investigating, handling and closing complaints relating to GLS shipments. It is intended to ensure:

- consistent handling of all complaints;
- a clear allocation of responsibilities;
- compliance with handling timeframes;
- consistent communication with senders and consignees;
- full traceability of each case.

2. SCOPE

This procedure applies to all complaints relating to:

- late deliveries;
- parcels not received;
- delivery disputes;
- incorrect deliveries;
- damage;
- losses;
- other transport-related complaints.

3. GENERAL PRINCIPLES

A distinction must be made between two categories of complainants:

- ➔ **Sender:** the sender is GLS's contractual customer. The sender may contact GLS directly to submit a complaint.
- ➔ **Consignee:** the consignee is not GLS's contractual customer. The consignee is the sender's customer. Any request from a consignee must be submitted through the GLS Contact Center so that a ticket can be created.

4. COMPLAINT HANDLING – SENDER

4.1 Permitted channels

The sender may submit a complaint by:
Telephone / Email / GLS Sales Representative / any other official GLS channel

4.2 Receipt of the complaint

Customer Service collects the following information:

- Shipment number
- Customer name (sender)
- Description of the complaint

4.3 Verification

Customer Service verifies:
- Parcel tracking information
- The POD
- The shipment history
- Whether a case has already been opened

4.4 Registration

The complaint is registered in the GLS systems. Every complaint received must be documented to ensure traceability of the case.

4.5 Investigation

Depending on the nature of the complaint:
- Delivery complaint
- Delivery dispute
- Damage
- Loss
- Delay
- Other operational complaint

An investigation is opened when necessary.

4.6 Handling timeframes

➔ **Domestic shipments**: GLS aims to provide the sender with a response within 3 business days.

➔ **Export shipments**: GLS aims to provide the sender with a response within 5 business days.

For complex cases, the Security Department must be consulted, which may result in the above timeframe being exceeded.

4.7 Outcome of the investigation

➔ Positive investigation outcome

Where the investigation resolves the issue:
- the customer is informed;
- the corrective measures are communicated;
- the case is closed.

➔ Negative investigation outcome

Where the investigation does not resolve the issue:
- an *insurance claim file* is opened;
- supporting documents are requested from the customer;
- the file is forwarded to the Claims Department.

4.8 Handling of the *insurance claim file*

Once the file has been approved:
- a credit note is issued within 4 weeks;
- the reimbursement is then processed in accordance with the applicable financial procedures.

5. COMPLAINT HANDLING – CONSIGNEE

5.1 Mandatory channel

The consignee must submit the request through the GLS web page (GLS Consignee Support). A ticket must first be created.

5.2 Receipt of the ticket

The ticket is received and handled by the GLS Consignee Support team.

5.3 Analysis

Consignee Support verifies:
- Tracking information
- The POD
- The shipment history
- The information available in the GLS systems

5.4 Ticket handling

Case 1: the agent has sufficient information
The Consignee Support agent:
- provides the consignee with immediate feedback;
- closes the ticket.

Case 2: additional information is required
The Consignee Support agent:
- opens a request through Ticket Collaboration;
- forwards the request to the relevant depot;
- follows up on the case.

5.5 Responsibility of the depot

The relevant depot provides feedback within 24 hours.
The feedback must be sufficiently complete to enable a response to be provided to the consignee.

5.6 Closing the ticket

Upon receipt of the depot's feedback:
The Consignee Support agent:
1. analyses the information received and then
2. communicates the outcome to the consignee and, if the outcome is negative, invites the consignee to submit a complaint to the sender;
3. closes the ticket.

6. Responsibilities

Function	Responsibilities
Customer Service	Receipt, registration and follow-up of complaints from senders, and communication with the customer
Consignee Support	Management of consignee tickets, follow-up through Ticket Collaboration, final communication and closure
Relevant depot	Operational analysis and feedback within 24 hours
Claims	Assessment of compensation claims and approval of reimbursement
Finance	Issuance of credit notes and reimbursement

7. The Ombudsman Service – Ombudsman for the Postal Sector

If the complainant considers that the conclusions of the investigation or GLS's handling of the case are insufficiently reasoned, the complainant may contact the Ombudsman Service for the Postal Sector. More information is available at the following address:

Postal Ombudsman Belgium – Lost parcel or mail? We can help | ombudsman poste