



Relay Global Customer Complaints Procedure

1. Purpose

This procedure outlines how Relay Global handles customer complaints, ensuring timely, fair, and consistent resolution. It applies to all complaints, including order discrepancies and courier-related issues.

2. Scope

This procedure covers complaints received via email, phone, or through field representatives. Complaints typically fall under two categories:

- **Order Discrepancy** (e.g. missing, damaged, or incorrect items)
- **Courier Issues** (e.g. delivery delays, misplacement)

3. Complaint Handling Steps

Step 1: Complaint Receipt

- Complaints may be received via email, phone call, or field support.
- Identify whether the issue is an **Order Discrepancy** or a **Courier Issue**.
- Access the appropriate form on SharePoint for documentation.

Step 2: Documentation

- Complete the form with all requested details.
- Information will be collated on a tracker used for KPI reporting.
- Ensure the order number is recorded and the email is filed in 'Processed Mail'.

Step 3: Timeframe for Reporting

- Customers must report damages, missing items, or incorrect deliveries **within 3 days of delivery**.

Step 4: Resolution Process

- Use **S1** for sending missing items to ensure they are sent **free of charge** and not deducted from stock.
- Request images from the customer when necessary (e.g. major damages, incorrect delivery location).
- Forward all relevant details to the **Warehouse Manager** and **Operations Manager**.

Step 5: Communication

- Respond to the customer confirming the complaint has been addressed.
- Include all relevant information and reasons in the comment box.
- If the complaint originated from ASM or Field Support, record their initials.





Step 6: Accountability

- Record the name of the person responsible for the error, even if it's yourself.

Step 7: Credit & Uplift

- Accounts will use the tracker to raise credits and arrange uplifts.
- **Do not uplift damaged products** unless specifically instructed.

4. Monitoring & Review

This procedure will be reviewed annually or sooner if operational changes occur. Feedback from customers and staff will be used to improve the complaints process.

