



COMPLAINTS AND REDRESSAL

We are Here for You!

At GLS, where everyone sees parcels, we see people.

We at GLS Ireland 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.

Making a Complaint

If you need any information that is not available on our website, have a problem or any other query, please let us know by:

- By writing a complaint to: Customer Service Manager, Unit P1, Horizon Logistics Park, Harristown, Swords, County Dublin, K67 P2Y8.
- Call the Customer Service Team on 353 (1) 860 6200.
- Alternatively, contact us via email at [Contact | GLS Ireland \(glsgroup.com\)](mailto:contact@glsgroup.com)

Our Commitment

GLS Ireland is committed to providing consistently high-quality experience and provide resolutions in a transparent and simple manner.

After receiving full details of your Complaint, one of our Customer Service specialists will take charge of your problem and assist you with providing a resolution.

While we aim to resolve your complaints within no more than 30 calendar days but please be aware that with the sheer volume of parcels and some international complaints, it may take longer to resolve as we are dependent on collecting information by our associate partners abroad.

On occasions, we will require additional information from you to resolve the complaint. Should we require more information, we will contact you to request the same and will allow 14 calendar days for your response. If we do not receive a response from you within 14



calendar days, we will conclude that you do not wish to follow up your complaint and consider the matter closed. The customer will be contacted by telephone and/or email if the resolution cannot be made within 30 calendar days to explain the delay and provide an estimated completion time.

Redressal Procedure Summary

Phase 1: Contacting GLS Ireland Customer Service Team

- **Post:** A complaint in writing must be forwarded at the address below:
Customer Service Manager,
Unit P1 Horizon Logistics Park,
Harristown, Swords
County Dublin
K67 P2Y8
- **Phone:** Call the Customer Service team on 353 (1) 860 6200, Monday to Friday, 09:00am to 17:00pm
- **Online:** contact us via email at [Contact | GLS Ireland \(gls-group.com\)](mailto:Contact | GLS Ireland (gls-group.com)) .

The Customer Services Specialist assigned to your complaint will investigate and resolve your complaint and provide you with a satisfactory resolution. At the first stage, the Customer Services Specialist will investigate your complaint.

If the complaint results in submission of a claim, the Consignor will be requested to submit a Claim form, and our Customer Service Team along with our Claims Administrator can assist with completing this form. All claims are dealt with in accordance with our Terms and Conditions as provided on the website which can be accessed at [Terms and Conditions | GLS Ireland \(gls-group.com\)](https://www.gls-group.com/terms-and-conditions) . Any claim by the Customer against the Company arising in respect of any service provided for the Customer or which the Company has undertaken to provide can be made within a period of one (1) month from the date of receipt of the item.

Phase 2: Contacting GLS Ireland Escalated Customer Services Team

You can escalate your complaint to the Escalation Customer Services Team who will review your complaint and provide an appropriate response if you are unhappy with the initial response.

In dealing with escalated complaints, our Escalation Customer Services Team is here for you with expertise in handling escalated complaints. The complaint will be assigned to a member of the escalations team who will endeavor to provide an appropriate resolution.



Phase 3: If you remain dissatisfied

If the complaint cannot be amicably resolved, you have the option of contacting the GLS Ireland Quality Manager who will assess the escalated complaint on request. The Complaint must be escalated to the GLS Ireland Quality Manager within 30 calendar days of GLS Ireland providing a final response. The Complainant should provide as much information as possible with supporting documentation relevant to the initial complaint and state their reasons of dissatisfaction with GLS Ireland's final response. The details of the GLS Ireland Quality Manager are to be made available upon request if the escalation request remains and after reviewing, the final response by the GLS Ireland Quality Manager will be provided within 30 calendar days after the initial contact (assuming all necessary details have been provided).

Should the GLS Ireland Quality Manager find in favor of the Complainant, the advocate may request GLS Ireland to:

- issue an apology and reasons for service failure; or
- take some practical action that will benefit the member; or
- provide compensation in accordance with GLS Ireland Terms and Conditions.

If you remain dissatisfied following the GLS Ireland User Advocate's decision, you may also contact Commission for Communications Regulations Ireland if you wish to have the outcome examined at the below:

Commission for Communications Regulation (ComReg)
One Dockland Central
Guild Street Dublin 1 D01 E4X0
Tel: +353 1 804 9600
email: consumerline@comreg.ie

Alternatively, you can seek a review through the Small Claims Court, if you wish to have the outcome examined by an external authority.

Retention of records

All records of the Complaint will be retained for a period of one year from the date of resolution of the complaint including records of escalated complaints for dispute resolutions and are maintained in accordance with our data protection obligations.