

# Complaints charter

## Introduction

This charter provides all the information you need to know if you wish to make a complaint, and how the team at FedEx Express will respond to you.

### What you can expect from us

We define a complaint as ‘an expression of dissatisfaction in relation to services supplied by FedEx Express’.

We recognise that occasionally things can 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 Care team are available to help and support you and we promise:

- **We will listen to you and be polite, helpful and professional**
- **We will respond promptly and will be responsive to your needs**
- **We will take ownership of your complaint**
- **If we can't resolve your complaint immediately, we will provide regular updates with agreed timescales**

### Making a complaint

- **For FedEx:** Please complete our [Contact us Form](#) on [fedex.com](#)
- **For TNT:** Please complete our [Contact us Form](#) on [tnt.com](#)

Our relationship with you means everything to us and we'd like to know how we're doing. Please take a few moments to send us your questions, comments or suggestions and we will respond as quickly as possible.

## When you contact us

Please have the below information to hand to allow our team to handle your complaint as promptly and efficiently as possible;

- **Your contact details -**  
full name, telephone number, email address and postcode
- **Account number -**  
(if applicable)
- **Tracking number -**  
if your complaint is in relation to a shipment
- **Sender's details -**  
name/company, address including postcode
- **Receiver's details -**  
name/company, address including postcode
- **Description of your complaint -**  
what has happened, the current situation and what you would like us to do

## Resolving your complaint

We aim to resolve all complaints in full within 5 days, or for complex complaints within 14 days.

Our Customer Care team will complete an investigation and will contact you providing an update and a proposed outcome.

- **We will explain, where possible, what went wrong**
- **We will resolve your complaint to your desired outcome where possible, and where we are unable to do this we will clearly explain our reason why**