

Complaints Procedure

1. All complaints should be emailed to Complaints@expectdistribution.com with details of the complaint, contact details and preferred method of communication.
2. Expect Distribution will respond within 1 working day to advise receipt of the complaint and provide a copy of our complaints policy.
3. An investigation will take place, including gathering additional information from the complainant.
4. Upon initial assessment of the complaint we will state a response time for the business to revert, where possible we aim to complete investigations and close a complaint within 3 working days.
5. An update will be provided at the agreed time if the process is not complete with the next response time clearly stated.
6. A formal response will be issued in relation to the complaint and will include details of corrective actions where relevant.
7. After the formal response we will ask if the complainant is happy with how the complaint has been addressed, if not the complaint will be escalated as follows;

Supervisor/Team leader
Department Manager
Service Excellence Manager
Director of Transport/Managing Director

Once escalated the above process will begin again.