

Complaints

Dated 09/08/2019
E&OE

Overview

Complaints against members are taken seriously and can result in them having their account suspended, restricted, or revoked altogether.

Our complaints procedure is a vital link in the communication chain between our members. It is the best resource we have when it comes to ensuring that the Exchange is a level playing field for all our members. Our complaints system was established as way of alerting us when a member's behaviour has crossed the line and requires action from the Exchange.

This is what separates a complaint from negative feedback. If a member has not met your standards and you would not recommend them, then leaving negative feedback is the recommended action.

When to make a complaint

- Non-payment of invoice exceeding 10 workdays beyond the due date on the invoice
- Delivery Complaints (non-delivery, damaged goods, failure to follow instructions/provide documents, late delivery without notice/communication)
- Poaching
- Co-loading without permission
- Threats of violence or abuse (this requires evidence, hearsay is not enough)
- Breach of our rules, terms and conditions or member charter

When we cannot assist

- Payment complaints that are not 10 workdays past the due date on the invoice
- Payment or Delivery Complaints that you have not attempted to resolve or collect prior to submitting. This requires evidence.
- Complaints about Non-Members (this includes former and revoked members)
- Private bookings (jobs done outside of the Exchange)
- Complaints without written or recorded evidence
- Complaints regarding additional charges/services (e.g: waiting time/cancellation charges)
- Complaints in retaliation for negative feedback will be dismissed

When submitting a complaint, you are agreeing to abide by the decision that we come to. All decisions are final and not open to appeal. Therefore, it is recommended that you make every attempt to resolve the matter on your own before contacting us.

General

- Refusal/inability to pay for services rendered will result in suspension/restriction/revocation of your account
- Refusal to reply/respond/communicate regarding a complaint raised can result in automatic suspension/revocation
- We reserve the right to suspend/restrict/revoke accounts for repeated payment issues. These decisions are made internally and are final, with no option for appeal.
- Goods cannot be held for ransom. You will be suspended and could face criminal charges.
- You must have tried to resolve this issue with the other member before contacting us
- It is your responsibility to ensure the member carries the correct insurances/cover for the work awarded
- It is your responsibility to ensure your vehicle dimensions match the job requirements

- You can refuse collection if items were not adequately/reasonably/honestly described. Or if upon inspection are not safe for transport. However, if it is found that the description was sufficient you will be held responsible for not completing the delivery. Evidence must be provided proving the goods were not as describe.
- Members must be advised in advance if additional services are required. For example: handballing, wait and return, and 2-man required. This must be noted clearly within the booking footer.

What you need when you contact us:

- A short and clear description of your complaint or reason for contacting us
- All supporting evidence (if not already supplied) for your complaint, this can include emails, texts, letters, load and member ID's, as well as POD's and Invoices.
- The Load ID if applicable
- Your contact information (name, phone number, email address)

All official correspondence needs to be done via email so that we have a record of what has transpired, discussed, or advised. You can email: complaints@transportexchange.org.uk

Submitting a complaint

When and where it is possible, all complaints should be submitted through the Platform. This will associate your complaint with the Load in question in our complaints system and will ensure that it is dealt with through the proper channels and in a timely manner.

To submit a complaint through the platform, find the load in your diary that your complaint is regarding.

Click on the 'Leave Feedback' button:



The moment that you choose to leave negative feedback for either payment or delivery, you will be asked for the ID you wish to submit a complaint for and this box will appear:

You have selected a negative rating. Would you like to submit a formal complaint?

☒ No

☐ Yes

You will then be given the opportunity to add your comment (your version of the events) and upload your supporting evidence.

Once submitted your complaint will enter in the queue. We endeavour to address and resolve every complaint in a timely fashion. We do appreciate your patience as at differing times this timeframe for response can change depending on many factors.

In some instances it is not possible to submit a complaint through our system (for example: the load was cancelled or not completed). In this instance it is acceptable to submit your complaint to complaints@transportexchange.co.uk via email. Be sure to attach any and all evidence that you have as all guidance previously mentioned applies.

