

As ECS stands for CSR – **C**reating **S**ustainable **R**eliable logistics, we are committed to provide a high quality and sustainable service to our customers and therefore strive to work in an open and accountable way that builds trust and respect of all our stakeholders. One way we continue to improve our services is by listening to (internal) customers and stakeholders and learning from our mistakes; in particular by responding to complaints, and by correcting them.

Therefore, we aim to ensure that:

- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and courteous;
- we remain professional and respectful;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognize that many concerns will be raised informally<sup>1</sup>, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

## **ECS Formal Complaints Procedure:**

### ***Objective:***

The formal complaints procedure is intended to ensure that all complaints are handled in an efficient, effective and professional manner and wherever possible are settled in a positive manner to enhance and maintain a high level of customer satisfaction.

***Responsibility for actions and answers:*** Ownership lies with your ECS customer service contact.

### ***Monitoring and Reporting:***

The Quality Coordinator quarterly reports an update of the complaints, actions taken and the effectiveness thereof to the Executive Committee; An annual overview is reflected in the Management Review Report.

## **STEP 1**

If you are unable to resolve the issue informally, you should email to your ECS contact and set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within one working day of receipt. You should get a response and an explanation within 5 working days. If you are unsure which ECS staff member to email to, your complaint should be sent to [Quality@ecs.be](mailto:Quality@ecs.be).

## **STEP 2**

If you are not satisfied with the initial response to the complaint then you can email to [Quality@ecs.be](mailto:Quality@ecs.be) and ask for your complaint and the response to be reviewed. You can expect the Quality Coordinator to acknowledge your request within one working day of receipt and a formal response within 15 working days.

It is our aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex or involve different parties and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

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<sup>1</sup> often, but not exclusively, oral complaints by phone