

Our complaints process

We hope you have a great experience choosing CitySprint but we know that sometimes things don't go to plan. If you're disappointed with the service you have received we'd really like to hear from you so that we can put the problem right.



How to get in touch

Our customer care team are available to take your enquiries 24 hours a day, 7 days a week*.

- ☛ Phone: **01793 836075**
- ☛ Email: nationalcustomercare@citysprint.co.uk
- ☛ Website: www.citysprint.co.uk/contact-us
- ☛ LiveChat: [Look for the LiveChat icon on our homepage](#) 



What you can expect:

Phone and LiveChat: Our customer care team will advise you of the next steps and who is dealing with your complaint which we will resolve within 48 hours or 14 days in the case of a claim. If resolution is not possible in that time, we'll contact you, tell you what the delay is and when to expect a resolution.

Email and website: Our customer care team will acknowledge your complaint within 2 hours of receipt. We'll tell you who is dealing with your complaint which we will resolve within 48 hours or 14 days in the case of a claim. If resolution is not possible in that time, we'll contact you, tell you what the delay is and when to expect a resolution.



Our complaints process:

- ☛ Your complaint will be managed by a customer care specialist who will record the issue against your account on our system which will provide you with a unique case reference number.
- ☛ An investigation will be conducted which may include listening to calls, seeking feedback from your local service centre, speaking with the courier that completed your delivery and reviewing information with our compliance team to ensure that we gather all of the necessary information to put the problem right.

- ☛ We will answer all of the points you have raised and we will do so within the time limits noted in this document.
- ☛ We will use the information we gather to identify any trends and continuously improve our service.



If you need to make a claim:

Because of our adherence to industry operating procedures, claims for loss or damage are rare. However if you do find that you need to make a claim, you can do so following the complaint procedure noted in this document. You'll need to let us know within 7 days of the date of delivery and provide any further information we may ask for within 14 days.



If you feel that we have not resolved your complaint:

Our customer care team want to ensure they resolve your complaint correctly the first time. Your experience is very important to us so if we fail to get it right you can escalate your complaint to our Customer Care Manager via email to customercaremanagers@citysprint.co.uk. Your email will be acknowledged within 2 hours of receipt and a complete review of your complaint within 24 hours. If the review takes longer than 24 hours, we will contact you to advise when you can expect our full reply.



If you have a question:

Our local service centre team will be happy to help with any questions you might have, including help with your bookings and tracking your courier. Our service centre contact numbers can be found on our website (www.citysprint.co.uk/locations-lookup) or you can contact us on LiveChat .

* Our service centres are available 24/7 and our complaint process applies 07:00-19:00 Monday to Friday, excluding public holidays