

# DHL UK Foundation

## Complaints Policy

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### 1. Introduction

The DHL UK Foundation ('the Foundation') strives to provide a professional, respectful and timely service in all our interactions with stakeholders and is committed to adhering to the best practice in managing our grant making and GoTeach employee involvement activities, our operating policies and procedures.

If you believe you have experienced a service or conduct that is below standard or wish to make a complaint in relation to our charitable activities, you can use this complaints policy, which describes how to make a complaint and how it will be handled.

Please note, the DHL UK Foundation is an independent registered charity and cannot deal with any matters pertaining to DHL. Complaints related to the company cannot be processed by the Foundation and are not covered within the scope of this policy.

If you are unhappy or uncomfortable with any aspect of the service you have received from DHL, you can find information on the company website at [www.dhl.com](http://www.dhl.com)

### 2. Aim and purpose

The Complaints Policy aims to:

- Provide a fair and transparent complaints procedure.
- Facilitate anyone, including members of the public, to fairly and equitably express dissatisfaction or concern about any aspect of the Foundation's work or conduct or the work or behaviour of an individual or individuals working for or on behalf of the Foundation.
- Publicise the existence of the complaints procedure so that people know how to contact the Foundation to make a complaint.
- Ensure Foundation staff know what to do if a complaint is received.
- Provide information on the procedure to be followed both by complainant and respondent. Ensure all complaints are investigated fairly and in a timely manner.
- Ensure that complaints are, wherever possible, resolved in a satisfactory manner. Use any complaints received as a learning experience to improve the work of the Foundation.

### **3. Commitment to Resolution**

The DHL UK Foundation is committed to addressing all complaints seriously and promptly. We will work towards a resolution that is fair and in line with our values of integrity, respect, and collaboration. Feedback from complaints will be used to improve our practices and ensure a positive environment for all involved in Foundation activities.

All complaints will be treated with the utmost confidentiality. Individuals who raise concerns will be protected from any form of retaliation or discrimination.

The Foundation encourages open communication and will provide support to complainants throughout the process.

### **4. Definition of a complaint and policy scope**

A complaint is any expression of dissatisfaction about the Foundation's work or conduct, or the conduct or behaviour of Foundation staff, Trustees, or DHL employees supporting our programmes.

The scope of this policy relates to:

- The conduct of a Foundation employee
- The conduct of a Foundation Trustee, or representative who is performing duties on behalf of the Foundation
- A DHL employee taking part in a GoTeach activity
- A third-party, performing duties on behalf of the Foundation, such as an agency, contractor or supplier
- Actions of the Foundation governed by its legal duties
- Actions of the Foundation governed by its Articles of Association
- Actions of the Foundation governed by its policies or procedures.

### **5. How to make a complaint**

To make a complaint, please email the Director of the Foundation, Caroline Courtois, at [DHLUKFoundationComplaints@dhl.com](mailto:DHLUKFoundationComplaints@dhl.com) ensuring you include the following information:

- Details of the nature of your complaint, including where relevant, names and dates and the Foundation policy or process not followed.
- Available evidence to substantiate your complaint either within your email or as an attachment.
- The remedy you are seeking in relation to your complaint.
- Your name.
- Optional: your daytime telephone contact number.

Complaints can also be submitted in writing to the Foundation in an envelope marked Strictly Private and Confidential to the address below:

Director  
DHL UK Foundation  
2 Pinetrees, Chertsey Lane  
Staines Upon Thames  
TW18 3HR

If your complaint relates to the Foundation Director, Caroline Courtois, please write to the Chair of the Board of Trustees, Susie Robinson, at the same postal address stating “Strictly Private and Confidential”.

Complaints should be submitted as soon as possible after the relevant incident. Ordinarily this is within a month so that the Foundation can effectively investigate and respond. However, we understand that there may be circumstances, including the nature of the alleged incident, where an individual needs time and support to come forward, and the Foundation will always respect this need. Complaints made in public forums or on social media will be investigated by the Foundation and details might be requested.

## **6. How your complaint will be managed**

### **Stage 1**

We will acknowledge your complaint within 7 working days of its receipt. In the situation where the Director or the Chair are on annual leave, the delay may be extended to 10 working days maximum.

### **Stage 2**

Within 14 working days of confirming receipt of your complaint, we will confirm whether it falls within the scope of this policy and the appropriate next steps.

### **Stage 3**

#### **If the complaint concerns a DHL UK Foundation staff member or a Trustee:**

A senior member of Foundation staff or a Trustee will be appointed as the Investigating Manager by the Trustee Board, and will gather the facts relevant to the complaint, ensuring that the information gathered is accurate and complete. The Investigating Manager may invite you to a meeting to discuss your complaint in person.

#### **If the complaint concerns a DHL employees or volunteer:**

If a complaint arises concerning the behaviour of a DHL employee engaged in DHL UK Foundation activities, the complaint will be addressed in collaboration with DHL Human Resources (HR).

All discussions regarding the complaint will be handled confidentially to ensure that the employee's rights and privacy are respected.

DHL HR may follow their internal procedures to investigate, resolve and communicate the matter appropriately.

#### **If the complaint concerns a charity partner staff member:**

In cases where the complaint concerns the behaviour of a staff member from one of the DHL UK Foundation's charity partner organisations during Foundation activities, the following steps will be taken

- The Foundation will engage with the complainant to discuss the nature of the complaint and guide them on how to lodge a formal complaint with the partner organisation using their established complaints procedure.
- If authorised, the Foundation may share the complainant's contact information with the relevant partner organisation to facilitate a coordinated response.

- The Foundation will be in touch with the partner to ensure action is taken in response to the complaint and will seek confirmation when the complaint process has been closed.

#### **Stage 4**

Following completion of their investigation, the Investigating Manager, Charity partner and/or DHL HR will be responsible to inform the author of the complaint on the outcome.

Where the complaint was against a DHL UK Foundation staff member or Trustee, the Investigating Manager will respond in writing to confirm the investigation outcome and the reasons for either upholding or rejecting the complaint. Where the Foundation has upheld a complaint and proposes a remedy, all individuals affected will be contacted to discuss this further.

Remedies might include (but are not exclusive to):

For Foundation Trustees or representatives:

- To be asked to offer an apology.
- Referral to the Foundation's Board of Trustees for further action in line with current policies around Codes of Conduct.
- Training.

For staff:

- To be asked to offer an apology.
- Informal warning via the Staff Disciplinary procedure.
- Formal warning via the Staff Disciplinary procedure.
- Gross acts of misconduct may lead to termination of employment via the Staff Disciplinary procedure.
- Training.

For general Foundation activity:

- A representative of the Foundation to offer an apology.
- A review of our position.
- Issuing a remedy statement.

In addition, if the complaint is upheld, the action taken, and the lessons learnt or to be learnt will be formally recorded by the Foundation Director in the Foundation's complaints register (annually reported to the Board of Trustees).

## **7. Respondent**

If the complaint is about an individual (the 'respondent'), rather than the organisation, that person has the right to know that a complaint has been lodged. The Foundation will ensure that the respondent is aware of the process of managing the complaint and what support and advice is available at each stage of the complaint, including how and when the respondent will be given the opportunity to respond to the complaint via the Investigating Manager. The respondent will also be informed of the possible sanctions available. The Foundation will ensure that at no stage will the rights of anyone involved in the complaint be infringed.

If the complaint is in scope, related to an individual (respondent) and deemed of a serious enough nature to warrant consideration of suspension of duties, the Foundation Chair of Trustees will make a decision regarding temporary suspension of official Foundation duties whilst the investigation is ongoing.

## **8. Appeals**

### **8.1 Foundation Staff Member or Trustee**

The following process applies both to the person making the complaint and the respondent, i.e. the person about whom the complaint has been made.

If you are unhappy about the outcome of the complaint, you can request a review within ten working days of receiving the Foundation's response to the complaint. You must provide sufficient new and relevant evidence to substantiate your appeal and send to either the Director or the Chair of the Foundation, using the same process as previously followed to lodge your initial complaint. Please mark any correspondence as strictly confidential

This could include evidence that the Foundation did not follow its protocol in the initial investigation. The Foundation cannot review a decision with which you disagree if there is no new evidence to consider.

#### **Stage 1**

Your request for a review will be acknowledged within 7 working days of receipt.

#### **Stage 2**

Within 21 working days the Foundation or independent advisor will confirm whether sufficient further evidence has been provided in order for this to be considered as part of a review of the complaint.

#### **Stage 3**

A different Foundation Investigating Manager, appointed by the Chair of Trustees, who has not been involved in any aspect of your complaint, will consider your request for a review and respond to you with reasons for either upholding or rejecting your review. Where the Foundation has proposed a remedy, you will be contacted about this. In addition, if the review is upheld, the action taken, and the lessons learnt or to be learnt will be formally recorded by the Foundation Director.

### **8.2 DHL Employee or Charity Partner**

In the event that you wish to appeal a complaint regarding a DHL employee or a staff member of a charity partner, the appeal should be directed to the party responsible for the initial investigation, resolution, and communication of the outcome. This ensures that the appeal is handled by those familiar with the specifics of the case, promoting consistency and fairness in the review process.

## **9. Confidentiality**

Your complaint and all accompanying documentation will be kept confidential by the DHL UK Foundation as far as is possible in facilitating a fair and thorough investigation. The privacy rights

of all the individuals concerned and any potentially confidential information will be respected and upheld; this needs to be balanced with:

- The need for an open and fair investigation, including contacting the person against whom a complaint has been made for a response where appropriate
- Appropriate remedial action to be taken
- The outcome of the investigation to be reported appropriately
- Action to be taken to improve our processes and quality of service.

The Foundation will endeavour to anonymise complainants when considering complaints. However, it will occasionally be necessary to disclose a complainant's identity beyond the Investigating Manager to progress an investigation. Complainants who are not willing for their identity to be disclosed in this way should make this clear in their letter of formal complaint.

The Foundation will take all necessary steps to support all parties involved in a complaint and undertake all investigations sensitively and expediently.

Complainants are assured that they can raise matters of legitimate concern through this policy without risk of disadvantage or criticism.

## **10. Data retention**

All materials relating to your complaint will be kept on active file for six years from the date of conclusion of your complaint and will then be destroyed.

This policy ensures that all stakeholders, including employees, volunteers, and charity partners, have a clear understanding of the process for raising concerns and the steps the DHL UK Foundation will take to address these complaints effectively. If you have any questions or require further clarification about this policy, please do not hesitate to reach out.

Policy Title	Complaints Policy
Responsibility - Maintenance	Director
Responsibility - Oversight and Sign Off	Director and Board of Trustees
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