

How do I make a complaint to UPS?



We're sorry that you're not happy with our service. We'll do our best to put things right, when you get in touch.

Here are the easiest ways to make your complaint:

Talk to our team via **live chat** on UPS.com



Go to the [Contact Us page](#) on UPS.com and ask to speak to an agent on the virtual chat feature.

Our agents are available Monday - Friday 08:00 - 20:00

Write to us by **e-mail**



You can [e-mail us here](#). Please provide as much detail as possible when submitting your email, it will help us to investigate your complaint

Speak to customer services by **phone**



Reach us on [+44 \(0\) 3457 877 877](tel:+44(0)3457877877) between the hours of 08:00 - 20:00 Monday- Friday and 08:00 - 17:00 on Saturdays

Reach out to us on **social media**



[LinkedIn](#)



[X](#)



[Facebook](#)



[Instagram](#)

Message us via our social media platforms between the hours of 08:00 - 18:00 Monday- Friday

What you can expect next:

Our team will review your complaint and reply within 2 working days to ensure they have all the necessary information needed to resolve your issue. Following this, the team will conduct an investigation and reach out to you with an update and a proposed resolution.

Once again, we apologise for any inconvenience caused and will do our best to make things better for you.