



**caribou**  
C A R G O LOGISTICS  
MADE EASY

## COMPLAINTS PROCEDURE

**At Caribou Cargo we are committed to giving quality service and maintaining our responsiveness to the needs and concerns of our clients and customers.**

Should you have a complaint please follow the steps below by adding:

- Your **name** and **contact details**;
- Your **contact person** with Caribou Cargo Ltd;
- Details of the **service expected** or **not received**
- **Details of the Caribou Cargo employee involved** (if applicable) and the **nature of the complaint** (including when the conduct giving rise to the complaint occurred);
- Copies of any **documentation supporting the complaint**.

**We will work hard to resolve your query within 3 working days.**

Please send all complaints to

**Caribou Cargo**

Plot 6494 Mugoti Rd Roma, Lusaka

Phone: +260 977 312 268

Email: [info.zm@cariboucargo.com](mailto:info.zm@cariboucargo.com)

