

## Computershare Voucher Services Complaint Handling Process

Our transparent complaints procedure applies equally to all of our Stakeholders (Employers, Parents and Carers). This is defined by the following four stage process;

### 1. Raising a Complaint

Complaints can be raised by;

- Calling our Customer Service Team on 0345 002 1111
- Emailing us at [customerrelations@computershare.co.uk](mailto:customerrelations@computershare.co.uk)
- Writing to us at:

Customer Relations  
Computershare Voucher Services  
The Pavilions  
Bridgwater Road  
Bristol  
BS13 8AE

### 2. Acknowledgement

Upon receipt of your complaint, a member of our Customer Relations Team will be assigned and will personally acknowledge your complaint. This will be on the same or next working day.

### 3. Resolution and Follow-up

We aim to resolve all complaints on day of receipt, but if this is not possible you will receive an update from your complaint owner. In the event that a final response cannot be issued within two weeks, we will write to you advising on the progress of the investigation. We will also write to you if we cannot respond within four weeks, also advising on the progress of the investigation. In all cases a final response will be issued within eight weeks. Upon resolution, the complaint owner will contact you to communicate the outcome and the date by which the agreed resolution will be delivered.

### 4. Escalation

If you are dissatisfied with the way we have handled your complaint, you will be referred to/or you should contact our Operations Director:

Julie-Ann Rudge-Mensah, Operations Director  
Computershare Voucher Services  
The Pavilions  
Bridgwater Road  
Bristol  
BS13 8AE

Email: [julie-ann.rudge-mensah@computershare.co.uk](mailto:julie-ann.rudge-mensah@computershare.co.uk)

If your complaint is in relation to data protection, you have the right to refer the complaint to a data protection supervisory authority. In the UK, this is the Information Commissioner's Office (ICO). You can find out further details of their service on their website:

<https://ico.org.uk>