

Computershare Voucher Services Limited

Complaints Procedure

Computershare Voucher Services Limited take complaints received whether verbally or in writing as a very serious matter and endeavour to ensure that a complaint is rectified to a satisfactory standard as quickly as possible.

Process for Verbal Complaints

If a verbal complaint is received into the company it is usually dealt with by telephone. If the complaint cannot be satisfied by the initial member of staff then the customer is referred to the Customer Relations Department for further action.

If the complainant is still not satisfied then the complainant can then put their complaint in writing to:

Julie-Ann Frost – Head of Customer Service
Computershare Voucher Services
Kuhlmann House
Lancaster Way
Fradley Park
Lichfield
Staffordshire
WS13 8SX

Process for Written Complaints

Computershare Voucher Services will ensure that all written complaints received will be acknowledged within 7 days of receipt of the complaint from the customer by our Customer Relations Team.

This acknowledgement may not necessarily contain the final response due to investigations that Computershare Voucher Services may be required to do.

Computershare Voucher Services will ensure that all written complaints have a response with an explanation within 28 days from the original receipt of the complaint from the customer.

If the customer is still unsatisfied they then may respond in writing within 7 days from receipt of our final response, to Julie-Ann Frost - Head of Customer Service, who will arrange a separate investigation.

In the absence of Julie-Ann Frost, all complaints in writing will be the responsibility of Simon Moore - Managing Director at the above address.