

Complaints Procedure

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

1. **Raise Complaint**

Complaints can be raised by;

- Calling our Customer Service Team on 0845 002 1111
- Emailing us at customerrelations@computershare.co.uk
- Writing to us at : Customer Relations

Computershare Voucher Services
Kuhlmann House
Lancaster Way
Fradley Park
Lichfield
Staffordshire
WS13 8SX

2. **Acknowledge**

On receipt, we will assign an owner who will personally acknowledge your complaint and will start an investigation process.

3. **Resolution & Follow-up**

We aim to resolve all complaints on day of receipt, if this is not possible you will receive regular updates from us as to the status of your complaint. On resolution, the Complaint Owner will contact you, to communicate the outcome and the date by which the agreed resolution will be delivered.

4. **Escalation**

Should you be dissatisfied with the way your complaint has been handled, you should contact:

Julie-Ann Frost, Operations Director
Computershare Voucher Services
Kuhlmann House
Lancaster Way
Fradley Park
Lichfield
Staffordshire
WS13 8SX

Email: julie-ann.frost@computershare.co.uk