



EDENRED UK - COMPLAINTS HANDLING POLICY

OUR SERVICES

Childcare vouchers are provided by Edenred (UK Group) Limited and Childcare Vouchers Limited (“Edenred”)

Edenred aims to provide an efficient and courteous service to all its customers. In addition, Edenred meets certain formal standards in its relationship with its customers, defined either by its membership of the Childcare Voucher Providers Association or by its accreditation to the ISO 9001:2008 Quality Management standard.

If you have any reason to be dissatisfied with the service we have provided to you, we welcome your comments – not only to help resolve the matter to your satisfaction, but also to help ensure that we can monitor the cause of any problem and take future preventive action.

EDENRED HELPDESK

Edenred handles any feedback or complaints through the Edenred Helpdesk.

You can contact the Edenred Helpdesk on 0800 247 1233 or send us an email at helpdesk-UK-VBR@edenred.com. We are open from 8am to 6pm on weekdays, excluding public holidays in the England. Our postal address is Edenred Helpdesk, 50 Vauxhall Bridge Road, London SW1V 2RS.

If you have any feedback or complaint concerning any of the products, services, or communication you have received from Edenred in the UK, then please let us know. Please bear in mind that complaints arising from the policies or actions of parties other than Edenred – such as individual employers, financial advisors and institutions, or HMRC – will not be treated as complaints by Edenred, nor be subject to this procedure.

We will record your feedback or complaint within a process which allows us to monitor the nature of the matter, our responses and what corrective actions we might be able to take to prevent a recurrence of any problem which you bring to our attention.

The Edenred Helpdesk operators are required to follow a defined process of recording their actions in this respect, and will themselves seek to provide you with a response. In the event that you are not satisfied with any response, you should let the operator know – and the matter will be passed to a Helpdesk supervisor for review.

Responses to any complaints will be in line with the following actions and timescales-

- If we are not able to resolve the matter immediately, we will aim to resolve a complaint within five business days of receipt, or provide an update in that period if resolution has not been possible;
- If the complaint remains unresolved after two weeks, we will advise you of the circumstances;
- If the complaint remains unresolved after four weeks we will advise you of the circumstances;

- A final response will be issued in all circumstances within eight weeks.

QUALITY MANAGEMENT

We will ensure that all feedback or complaints are distributed by the Helpdesk to the relevant departmental manager, accompanied by an explanation of the background, cause and resolution.

All feedback and complaints are reviewed monthly by the Edenred Quality Management Team, which acts in compliance with the ISO 9001:2008 Quality Management Standard – under which customer satisfaction is the primary aim.

The Edenred Quality Management team is authorised to instigate changes to any Edenred service which is not meeting reasonable standards of customer satisfaction, and to monitor the effects of any such changes.