

Santander Cycles Complaints Handling Policy

Version: 2.0

Copyright on the whole and every part of this document is owned by Transport for London. No reproduction of the whole or any part of this document is to be made without the authority of Transport for London. This document is confidential to Transport for London. No part of this document or information contained in this document may be disclosed to any party without the prior consent of Transport for London

Contents

1	Terms and Conditions and definitions.....	2
2	Complaints process	2

1 Terms and Conditions and definitions

- 1.1 This Complaints Handling Policy is referred to in:
- (a) condition 16.1 of the Santander Cycles User Terms and Conditions (the “**General Terms and Conditions**”);
 - (b) condition 16.1 of the Cycle Hire Business Accounts Terms and Conditions (the “**Business Terms and Conditions**”).
- 1.2 The definitions in the General Terms and Conditions and Business Accounts Terms and Conditions (as applicable) apply to this Refund/Redress Policy. In addition to those definitions, “User” in this policy means (as applicable):
- (a) a Registered User, an Additional User or a Casual User, or
 - (b) in relation to Business Accounts, a Business Individual Account Holder, a Business Pooled Account Holder, a Registered User or a Guest User.
- 1.3 For avoidance of doubt, the General Terms and Conditions and the Business Account Terms and Conditions (as applicable) take precedence over this Complaints Handling Policy if there is any inconsistency.
- 1.4 TTL stands for Transport Trading Limited, the trading name of TfL (Transport for London).

2 Complaints process

- 2.1 Where a User is dissatisfied with the service provided to them for Santander Cycles they must follow the complaints process in three stages as outlined within this Complaints Handling Policy.
- 2.2 TTL and its agent will act fairly and reasonably in considering any complaint.

Stage One Complaint

- 2.3 A formal complaint can be made in writing to;

Customer Services Manager
Cycle Hire
PO Box 1214
ENFIELD
EN1 9ST

By contacting the Santander Cycles contact centre by telephone;

0343 222 6666

Or by Website enquiry;

www.tfl.gov.uk/barclayscyclehire - Contact us

- 2.4 Full details and instructions can be found on the Santander Cycles homepage under the “Comments and Suggestions” section.
- 2.5 When making a complaint online, Registered Users, Business Individual Account Holders or Business Pooled Account Holders must complete a form through the “Contact us” function on their Santander Cycles account homepage, while Casual Users, Additional Users or Guest Users must do this via the online comments section found on the Santander Cycles page on the TfL website.
- 2.6 When lodging a complaint online, Users must select “Complaint” from the drop down for both forms to ensure that TTL and its agent can identify that a complaint has been made.
- 2.7 When making a complaint, whether via post or telephone, Users must include all relevant details as outlined in the details on the complaints section of the Santander Cycles homepage. This is to allow full investigation and swift resolution of any complaint.
- 2.8 A User can indicate the method by which TTL and/or its agent should respond. For Stage One this should be by email, or post. Should the preferred channel of communication not be indicated, TTL and/or its agent will default to supplying the response by email, should an email address be provided.
- 2.9 TTL and/or its agent will endeavour to send a full written reply to the User within 10 working days. For the purpose of those that are sent via the postal service, the date at which the response is dated is to be considered the date that TTL and/or its agent responded to the complaint.

Stage Two Complaint

- 2.10 Should a User not be satisfied by the response that they receive with regards to their Stage One formal complaint, the User must lodge a Stage Two complaint in writing to the Head of Operations within TTL by writing to;

Head of Operations
Cycle Hire
Transport for London
Palestra, 10th Floor
197 Blackfriars Road
Southwark
London
SE1 8NJ

- 2.11 A User must quote the reference number that they received within the response to their Stage One complaint on the Stage Two complaint to ensure that TTL can deal with the complaint effectively.
- 2.12 TTL will send a full written reply to a Stage Two complaint within ten working days, unless a full investigation does not permit that this takes place. In the event of such investigation, TTL will write to the User stating the reasons for delay and the date by which TTL will provide a full written response to the Stage Two complaint. The written reply will be sent via the postal service and the date that the response is sent is to be considered the date that TTL responded to the complaint.

Stage Three Complaint

- 2.13 Should a User not be satisfied by the response that they have received with regard to their Stage Two complaint, the User must lodge a Stage Three complaint to the General Manager of Santander Cycles in writing (quoting the reference number received at Stage One) to;

General Manager
Cycle Hire
Palestra, 10th Floor
197 Blackfriars Road
Southwark
London
SE1 8NJ

- 2.14 Upon receipt of a Stage Three complaint, the General Manager of Santander Cycles will carry out a full review of the Stage Three complaint within ten working days. In the event that this should take longer, the General Manager of the Santander Cycles Scheme will write to the User stating the reasons for the delay and the date by which the user should expect a full response to their Stage Three complaint in writing.

External body

- 2.15 Should a User remain dissatisfied with the resolution of a complaint after following the three stages of the complaints procedure outlined in this Complaints Handling Policy, then the User can contact the Local Government Ombudsmen by writing to;

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

