

Barclays Cycle Hire Complaints Handling Policy

Version: 0.2

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1 Terms and Conditions and definitions

1.1 This Complaints Handling Policy is referred to in conditions 1.2 and 16.1 of the Barclays Cycle Hire User terms and conditions (the “Terms and Conditions”).

1.2 The definitions in the Terms and Conditions apply in this Complaints Handling Policy. In addition to those definitions, “User” in this policy means the person using or paying for the use of the Cycle at the time relevant to the policy condition and this can be a Member, Additional User or Casual User.

1.3 For avoidance of doubt, the Terms and Conditions take precedent over this Complaints Handling Policy if there is any inconsistency.

2 Complaints process

2.1 Where a User is dissatisfied with the service provided to them for Barclays Cycle Hire they must follow the complaints process in 3 stages as outlined within this Complaints Handling Policy

2.2 TTL and its agent will act fairly and reasonably in considering any complaint
Stage 1 Complaint.

2.3 A formal complaint can be made in writing to:

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

or by use of the website at:

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

Alternatively by contacting the Barclays Cycle Hire contact centre by telephone on:

0845 026 3630 or:
+44 (0)20 8216 6666 (internationally)

2.4 Full details and instructions can be found on the Barclays Cycle Hire homepage under the complaints section.

2.5 When making a complaint online, Members must complete a form through the “Contact us” function on their Barclays Cycle Hire account homepage, while Non Members or Casual Users must do this via the online comments section found on the Barclays Cycle Hire 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 Barclays Cycle Hire homepage.

2.8 A User can indicate whether they wish TTL and/or its agent to respond 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 sent is to be considered the date that TTL and/or its agent responded to the complaint.

Stage 2 Complaint

2.10 Should a User not be satisfied by the response that they receive with regards to their Stage 1 formal complaint; the User must lodge a Stage 2 complaint in writing to the Head of Operations within TTL by writing to:

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

2.11 A User must quote the reference number that they received within the response to their Stage 1 complaint on the Stage 2 complaint to ensure that TTL can deal with the complaint effectively.

2.12 TTL will send a full written reply to a Stage 2 complaint within 10 working days, unless a full investigation that does not permit 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 2 complaint. The written replay 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 3 Complaint

2.13 Should a User not be satisfied by the response that they have received with regard to their Stage 2 complaint, the User must lodge a Stage 3 complaint to the General Manager of Barclays Cycle Hire in writing (quoting the reference number received at Stage 1 and/or 2) to:

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

2.14 Upon receipt of a Stage 3 complaint, the General Manager of Barclays Cycle Hire will carry out a full review of the Stage 3 complaint within 10 working days. In the event that this should take longer, the General Manager of the Barclays Cycle Hire 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 3 complaint in writing.

External body

2.15 Should a User remain dissatisfied with the resolution of a complaint after following the 3 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