

Complaints policy – payment to suppliers

When to complain

If you are unhappy or have issues with the payment service Ingeus has provided, please contact the Accounts Payable department as soon as possible.

Example of things that you may not be happy with are:

- Unreasonable delays outside of agreed payment terms
- Mistakes

How to complain

Ingeus will deal with your matter fairly and impartially. You can make your complaint to Ingeus by phoning or emailing to the person you have been dealing with. The phone number will be on any correspondence they have sent you.

If you do not have a phone number or address, you can phone the Ingeus Accounts Payable department. The contact details are:

- Phone: 0207 265 3000
- Email address: accounts@ingeus.co.uk
- Address: Ingeus UK Ltd, Fourth Floor, 66 Prescott Street, London, E1 8HG, United Kingdom

Please provide as much information as you can to help us understand and investigate your complaint as efficiently as possible, including:

- Your company name, contact details and address
- Date of invoice and invoice reference number
- Full details of your concern
- Who you dealt with (if applicable)

Resolving the matter

We will always try to resolve your concern immediately, in most cases within five working days. We will keep you updated on the progress of your complaint until it is resolved.

If we find that your complaint is justified, we will make a same-day manual payment to your company, together with explanation of what we are doing to prevent the problem happening again.

If you are not satisfied

If you are still not satisfied with how we have resolved the matter, please contact:

Sheena Pindoria, Finance Director – Controls

E: spindoria@ingeus.co.uk T: 0207 265 3049