From: Shepherd Colin
To: [redacted]
Subject: RE: RE: Telephone Survey Complaint - 16352084
Date: 11 January 2022 15:13:00
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png
image006.png
image007.png

Thanks [redacted]

From: [redacted] kantar.com>
Sent: 11 January 2022 12:21
To: Shepherd Colin [redacted] tfl.gov.uk>
Cc: Groot Hannah [redacted] tfl.gov.uk>
Subject: RE: RE: Telephone Survey Complaint - 16352084
Hi Colin,
Thanks for forwarding that, I have found the respondent in the CTDS data and it looks like they have slipped through the net with regards to their voucher. I will arrange for one to go out asap.
Thanks
[redacted]

[redacted]
Research Executive
Public Division
D [redacted]
E [redacted] kantar.com

4 Millbank
Westminster
London
SW1P 3JA
www.kantar.com

Creating an inclusive world with **Special Olympics**

Work conducted by Kantar UK Ltd trading as Kantar (Insights division) and Kantar Public is certified to the International Standards ISO 9001, ISO 20252 and ISO 27001. We also adhere to data protection legislation and the MRS/ESOMAR codes of conduct.

From: Shepherd Colin [redacted] tfl.gov.uk>
Sent: 11 January 2022 11:04
To: [redacted] kantar.com>
Cc: [redacted] tfl.gov.uk
Subject: FW: RE: Telephone Survey Complaint - 16352084
Hi [redacted]
We've received an LTDS complaint, please see below,
Thanks,

Colin

From: Buckingham Charles [redacted] tfl.gov.uk>
Sent: 11 January 2022 10:59

To: Jerry Whyte [redacted] TfL.gov.uk>
Cc: Shepherd Colin < [redacted] tfl.gov.uk>
Subject: RE: RE: Telephone Survey Complaint - 16352084

Jerry,

Thanks for this.

I can confirm that this is a legitimate TfL survey, and that a £10 gift voucher is offered as a thank you for the participants time in this (lengthy) survey.

Most contacts with survey participants are uneventful but occasionally something goes wrong.

I'll therefore ask the contract/survey manager at TfL (Colin Shepherd, cc'd) to get in touch with Kantar, understand what has happened on this occasion, and ask them to rectify the matter.

Apologies and best wishes,

Charles.

From: Jerry Whyte [redacted] TfL.gov.uk>
Sent: 11 January 2022 10:55
To: Buckingham Charles [redacted] tfl.gov.uk>
Subject: RE: Telephone Survey Complaint - 16352084

Hi Charles,

Would you kindly consider the comments below and either advise or respond directly?

Please see attached letter, which I'm assuming is a bone fide request for participation.

I'm assuming the survey's labour-and-time-intensive and that we'll respond in due course?

BEGINS

[redacted]

ENDS

Thanks,

Jerry

Jerry Whyte | **Customer Relations Adviser**
Telephone: [redacted] | **Mobile:** [redacted]
Transport for London | 5 Endeavour Square | E20 1JN

This message has been scanned for malware by Forcepoint. www.forcepoint.com