



Resolution

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Telephone: 020 7811 2700

April 2025
FOI_7161

The following information was requested on 10 April 2025:

I'm getting in touch regarding a contract for Zendesk software NHS resolution took out in 2022.

Can you advise if this contract is still in place, or you have sourced other software in replacement? Can you please advise the current and dates for the relevant contract in place?

Our Response

NHS Resolution's contract for the Zendesk software is in place and has been extended until 20 February 2026.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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