


## Service complaints





### What is a service complaint?

It is a complaint about any aspect of our service. A service complaint might arise from the actions of the business support function. In most instances however, it will relate to the way we have handled a case, at any stage in its lifetime. For example, you might say we have:

- taken too long to do something or
- not followed our own procedures.

The service complaint process cannot be used by parties to pension complaints to challenge the outcome of a case. 

For a trial period, from November 2016, we are operating a one-stage complaint process.  If you make a complaint relating to casework you will receive an answer from the Casework Director. Other complaints will be dealt with by the Business Director. If you are dissatisfied after receiving a response, you might be able to refer the complaint to the Parliamentary and Health Services Ombudsman (PHSO). 

### What you need to do

If you feel something has gone wrong and you have not received an adequate explanation and/or apology from the person you are dealing with you can:


- Write down the details of your complaint
- Send the complaint by email or post to the Casework Director (for casework related complaints) or the Business Director (for complaints related to the business support function).

### Contact details


- Email the Casework Director: [fiona.nicol@pensions-ombudsman.org.uk](mailto:fiona.nicol@pensions-ombudsman.org.uk)
- Email the Business Director: [jane.carey@pensions-ombudsman.org.uk](mailto:jane.carey@pensions-ombudsman.org.uk)
- Write to either Director at The Pensions Ombudsman, 11 Belgrave Road, London SW1V 1RB

## What you can expect from us

When we receive your complaint we will:

- Acknowledge the complaint and give you contact details
- Look into the complaint, including talking to the relevant staff and managers
- Discuss the complaint with you, if we think it's appropriate to do so 
- Send a full response within ten working days of receipt of your complaint. If it's not possible to send a full response within that time, we will let you know.

## If we are unable to resolve your complaint

We hope that we will be able to resolve the complaint but if you are still dissatisfied after we have looked into it, you might be able to refer it to the Parliamentary and Health Service Ombudsman. The contact details are: 

Website: [www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

Helpline: 0345 015 4033