



Member Complaints

November 2018

Our procedure

We aim to give you the best possible service, but sometimes things can go wrong. You may receive an outcome or decision you're not happy with, or our service may not have met your expectations.

This leaflet lets you know how we'll help you resolve any complaints you have.

If your complaint is against an ill health retirement application please follow our **ill health retirement appeals process**.

Please do not use the process outlined in this leaflet.

What you need to do

You can send us your complaint in writing by printing and completing the form available on our website and include the following details:

- your full name
- your full postal address
- your email address
- your National Insurance number
- your Teachers' Pensions reference number

and

- your complaint details

Please send your complaint to the following address:

**Teachers' Pensions
11b Lingfield Point
Darlington
DL1 1AX**

Our telephone number is
0345 606 6166.

If you require any assistance in completing the form or you are unsure about what information to include, please contact us.

You can also request help or guidance from your employers or union representative.

What happens next?

Once we have received your completed form, we will send you a response clearly outlining what has happened. If we have made a mistake we will put this right and apologise.

We will review your case and ensure that we consider all your points and that the facts and outcomes are clearly explained to you.

We aim to respond to your complaint within 10 working days and where this is not possible, we'll contact you and let you know why.

If we need more information or wish to explain our response to you, we may contact you via telephone.

When you receive our reply you can contact us by telephone if our response is unclear.

If you're not satisfied with our final response

If you're unhappy with our final response you can raise a formal appeal against our decision.

If you want to do this, you must do so within six months of the date of our initial reply. Your appeal will be considered by the Department for Education who will aim to provide a response within 15 working days.

Details of how to raise a formal appeal will be included in our response to you.

In the rare instances when the Department consider that an appeal has been raised under IDRP but Teachers' Pensions have not adequately addressed the original complaint, they will refer the case back to Teachers' Pensions to provide a comprehensive response. This does not mean that, should you remain dissatisfied, you cannot write back to the Department for Education under the schemes' IDRP.

If, after having received a reply from the Department for Education about your appeal, you wish to pursue the matter further, you can contact the Pensions Ombudsman, who acts as an independent and impartial adjudicator.

Their address is:

Pensions Ombudsman
10 South Colonnade
London
E14 4PU

At any stage during this process you may wish to approach The Pensions Advisory Service.

They offer a free service and their address is:

The Pensions Advisory Service
(TPAS)
11 Belgrave Road
London
SW1V 1RB

We're committed to improving the service provided by the Teachers' Pension Scheme, and we use all feedback received to help us achieve this.

If you have any ideas on how we can offer a better service, we run regular discussion groups with our members and would welcome your input.

If you'd be keen to get involved, please get in touch.

We'd love to hear from you.

Visit us at:

www.teacherspensions.co.uk

Call us on:

0345 606 6166

Monday - Friday, 8.30am - 6.00pm

Write to us at:

Teachers' Pensions,
11b Lingfield Point,
Darlington, DL1 1AX
