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Web maintenance will take place on Sunday 28 April. We apologise for any inconvenience.

Member Complaints and appeals

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. These pages let you know the process and how we'll help you resolve any complaints you have.

[What you need to do](#)

[Our complaints procedure \(PDF, 102 KB\) \(This link opens in a new window\)](#)

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](#).

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