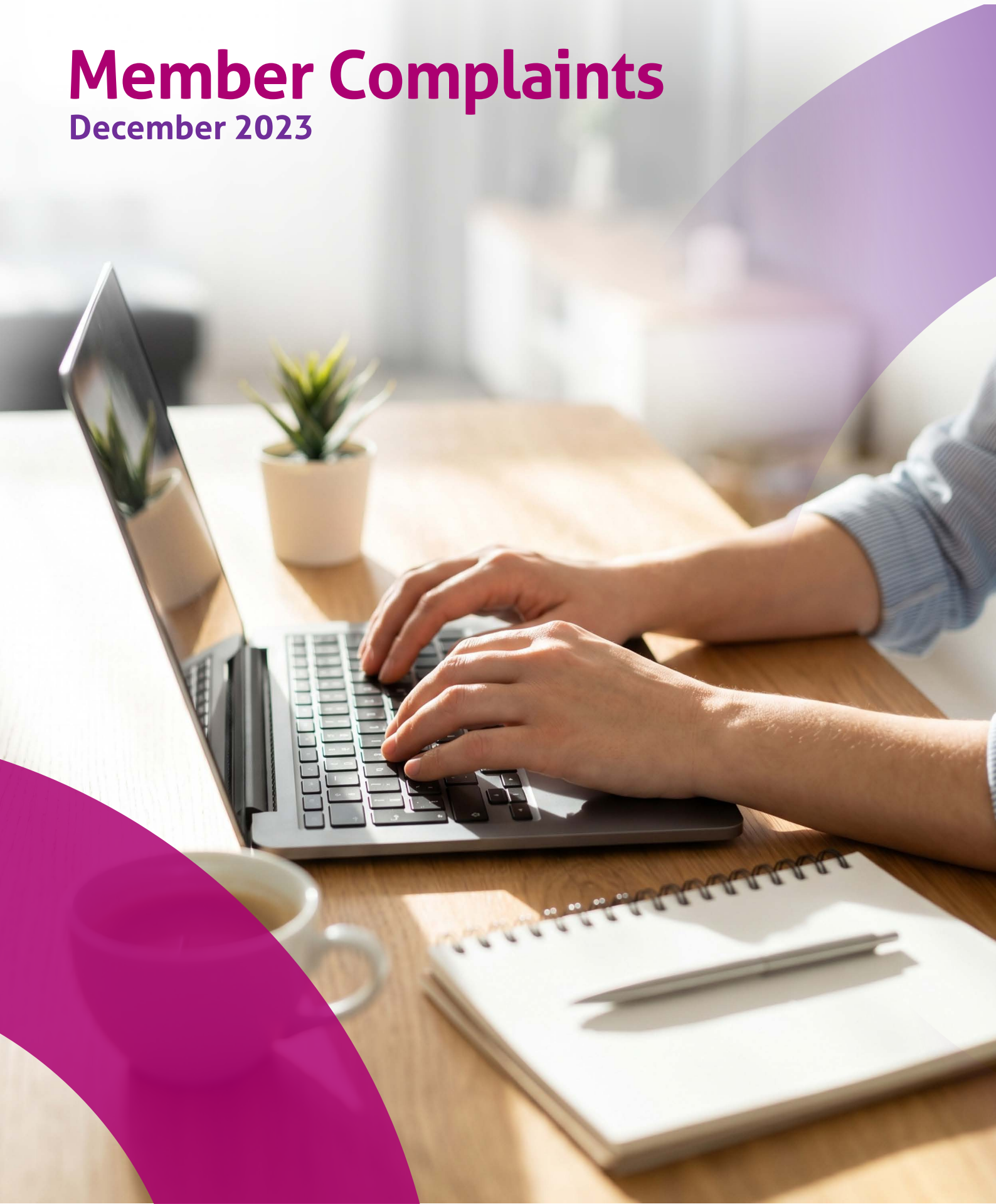
Teachers' Pensions

Member Complaints

December 2023



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.

Ill Health

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

Please don't use the process outlined in this leaflet.

What you need to do

You can send us your complaint by completing our online webform.

Alternatively you can send us your complaint in writing by printing and completing the form available on our website.

Please 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, plus how you'd like it resolved.

Please send your complaint to the following address:

Teachers' Pensions Unit 5,

The Beehive Lingfield Point Darlington,

DL1 1RW

Our telephone number is 0345 606 6166.

If you require any assistance in completing the form or you're 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'll send you a response clearly outlining what has happened. If we've made a mistake we'll put this right and apologise.

We'll 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 15 working days and where this isn't 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 for Education consider that an appeal has been raised under IDRP but we haven't adequately addressed the original complaint, they will refer the case back to us to provide a further comprehensive response. This doesn't mean that, should you remain dissatisfied, you can't 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 Pension Wise at Money Helper.

They offer a free service on their website.

Your feedback

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've 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.

Need a hand?

The easiest way to contact us is via My Pension Online and to explore our website for any queries you may have.

Visit us at:

www.teacherspensions.co.uk

My Pension Online (MPO)

MPO is the best way to access your pension information online anytime you want, you can interact with your pension in a whole new way. Log in or register online today. The tools and resources available online are designed to make things easier and give you all the answers you

Message us on:

Secure web messaging

Open 24 hours day, responses will be sent Monday - Friday, 9:00am to 4:20pm (excluding bank holidays)

WhatsApp:

07545 932848 (please note it may take up to 48 hours to receive a response and this number doesn't allow phone calls)

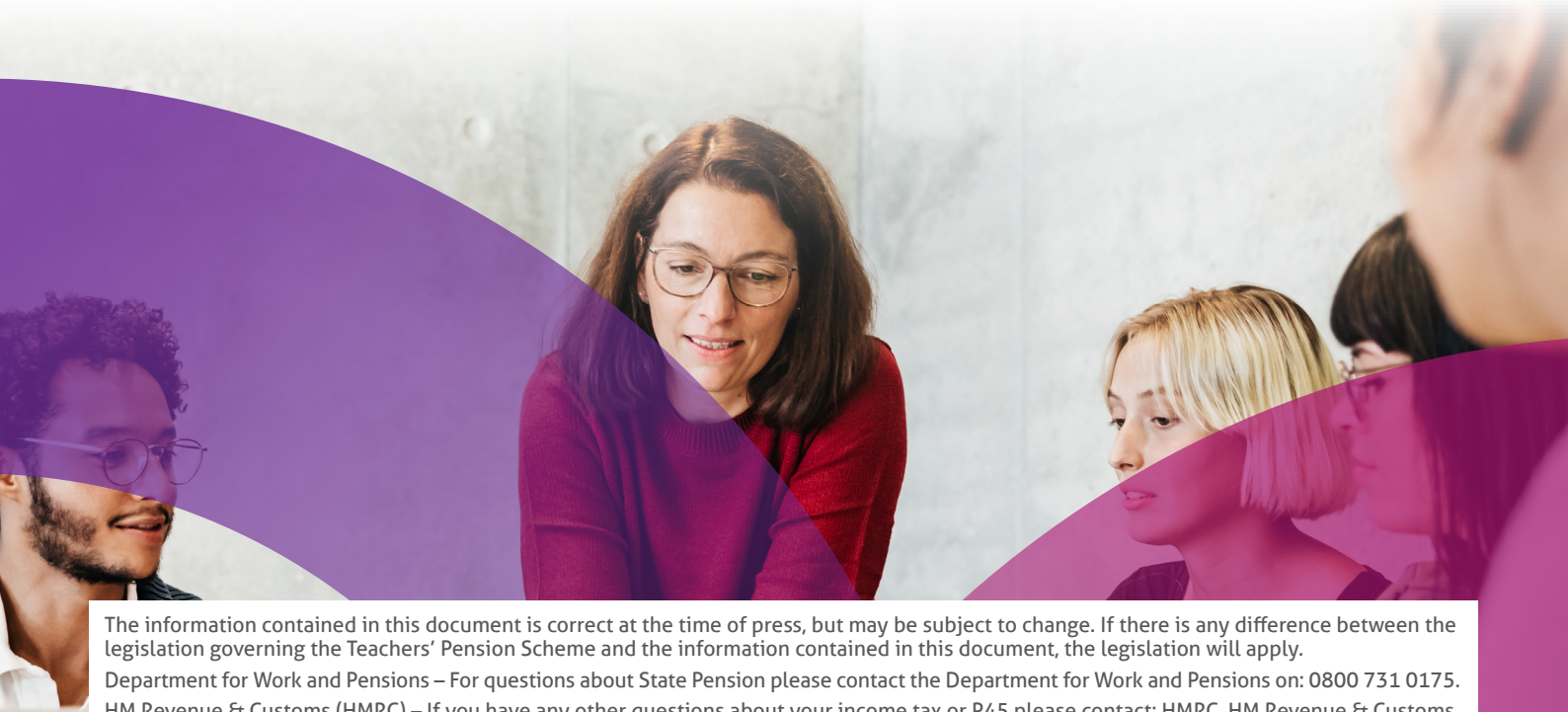
Responses will be sent Monday-Friday, 9:00am to 4:20pm (excluding bank holidays)

Call us on:

0345 606 6166
Monday–Friday, 8.30am–6.00pm

Write to us at:

Teachers' Pensions Unit 5, The Beehive
Lingfield Point Darlington, DL1 1RW



The information contained in this document is correct at the time of press, but may be subject to change. If there is any difference between the legislation governing the Teachers' Pension Scheme and the information contained in this document, the legislation will apply.

Department for Work and Pensions – For questions about State Pension please contact the Department for Work and Pensions on: 0800 731 0175.

HM Revenue & Customs (HMRC) – If you have any other questions about your income tax or P45 please contact: HMRC, HM Revenue & Customs Customer Operations, PSA PO BOX 4000, Cardiff, CF14 8HR. Contact telephone number: 0300 200 3300. The P AYE number in respect of your teacher's pension is 948 400.

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