

Member complaints procedure

Our commitment

We aim to provide high-quality service to all our customers. If we make a mistake, or you're unhappy with our service, we'll listen and deal with your complaint fairly and promptly.

How to complain

Email us at resolutions@peoplespartnership.co.uk. Please include your full name, date of birth or National Insurance number and your customer number (you can find this within the 'your reference' section at the top of any letters we've sent to you).

Call us on 0300 2000 555 (calls are charged at local rates) between 8.30am – 6pm Monday to Friday.

Write to: Complaints Manager, People's Partnership, Manor Royal, Crawley, West Sussex RH10 9QP. Please include your full name, date of birth or National Insurance number and customer number (you can find this within the 'your reference' section at the top of any letters we've sent to you).

No matter how you contact us, we aim to resolve your complaint as quickly as possible. Our resolutions team will acknowledge your complaint and let you know how we're investigating your concerns, and how long we think this will take.

Our promise

We'll respond to your complaint within 3 working days – although we may not always have a resolution by then.

- Our complaints team have the knowledge and skills needed to investigate and resolve your complaint.
- They'll make sure that the person investigating wasn't directly involved in the cause of your complaint.
- They have the authority to settle your complaint (or have access to someone who has the necessary authority).
- They'll make regular contact with you to update you on progress.

We'll write to you within 8 weeks of receiving your complaint with either:

- a final response or
- if we still need more time, we'll contact you and explain the reason for the delay, letting you know when you'll receive a final response.

Our final response to you will set out:

- if we were at fault we may offer a form of compensation or
- if we reject your complaint we'll give you a full explanation.

If you're unhappy with our final response to your complaint about The People's Pension, Lump Sum Retirement Benefit, Additional Voluntary Contributions, Employee Life Cover or Holiday Pay Scheme:

You can use our internal dispute resolution procedure to escalate your complaint. We'll send you more details about this.

If you're unhappy with our final response (or if we've been unable to resolve your complaint within 8 weeks) and your complaint is regarding RapidCash, TUTMAN B&CE Contracted-out

pension scheme, Term Assurance, Personal Accident or Employee Accident Cover from B&CE:

You may have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do this within **6 months** of our final response to your complaint.

If you don't refer your complaint in time, the Ombudsman won't have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was because of exceptional circumstances.

Financial Ombudsman Service

Address:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Phone: 0800 0234 567

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Or you could also refer your concerns to one of the companies below. They may need you to go through our internal procedures first, but you can find more information on their website.

MoneyHelper

An independent organisation that provides information and guidance to members of the public.

Address

MoneyHelper
120 Holborn
London
EC1N 2TD

Phone: 0800 011 3797

Website: www.moneyhelper.org.uk

The Pensions Regulator

The UK regulator for work-based pension schemes. They have wide ranging powers and are able to intervene in the running of pension schemes where Trustees, employers or professional advisers fail in their duties.

Address

The Pensions Regulator
Telecom House
125-135 Preston Road
Brighton
East Sussex
BN1 6AF

Phone: 0345 600 1011

Website: www.thepensionsregulator.gov.uk

The Pensions Ombudsman

An independent organisation set up by law to investigate complaints about pension administration. The Pensions Ombudsman will look at the facts without taking sides. They have the legal power to make decisions that are final, binding and enforceable.

Address

The Pensions Ombudsman
10 South Colonnade
Canary Wharf
London
E14 4PU

Phone: 0800 917 4487 +44 (0) 207 630 2200 (overseas)

Website: www.pensions-ombudsman.org.uk