

# Customer Service

## Complaints

**The LPFA aims to satisfy any complaint that you may have and is interested in suggestions on how our service can be improved.**

If you have reason to make a complaint:

- ▶ Feel free to contact any member of staff
- ▶ Our contact details are shown in the 'Contact Us' section of our website
- ▶ If you prefer, contact Rebecca Pitt our Corporate Administrator, who provides an independent avenue for complaint within the LPFA and can help you make your complaint. Telephone: 020 7369 6014
- ▶ Complaints may be made in writing, by telephone, fax or email, or by personal visit to our office (no appointment necessary)
- ▶ You may wish to ask a friend, relative or body such as the Citizens Advice Bureau to make your complaint on your behalf or to help you with it
- ▶ Your complaint will be treated seriously, courteously, sympathetically, fairly and confidentially no matter how many times you may have complained previously
- ▶ Where possible all complaints will be answered within five working days
- ▶ Where this is not possible an acknowledgement will be issued within five working days to advise you of progress and an expected date for providing the answer
- ▶ If at any time you have reason to believe your complaint is not being thoroughly and objectively investigated you can contact Susan Martin, our Chief Executive, or any Member of the Board, who will ensure that the matter is re investigated

## Who can help me if I have a query or complaint?

If you are in any doubt about your benefit entitlements, or have a problem or question about your LGPS membership or benefits, or the service that we have provided, please contact us.

We can often answer a query by explaining the legislation and administration of the Scheme and will take corrective action if an error has been made or our service has fallen below standard.

Our independent Complaints Procedure is shown beside and is followed each time a complaint is received.

- ▶ Board Member details will be made available on request and are published annually in the Annual Report and Accounts. They are also available on the LPFA website
- ▶ All complaints are monitored, analysed and action taken, where appropriate, to improve our service
- ▶ Results are reported to the Board every three months and are published annually in the Annual Report

## Internal Disputes Resolution Procedure (IDRP)

In the first instance you should write to Mike Allen, our Director of Pensions at our address provided in the Contact Us section of our website, who will arrange for a nominated person to review your case.

Any complaint must be made within six months of being notified of the decision about which you are complaining and an independent review will take place.

Following that independent review, and if you are still dissatisfied with the decision, you may apply for another nominated person who has had no previous dealings with your case to review the findings. Your application for reconsideration must be made within six months of receiving the notification of the independent referee's decision, which will include a contact address.

To avoid any unnecessary effort on your behalf we would welcome the opportunity to attempt to resolve the matter on which you are dissatisfied with you before you resort to a formal complaint.

## The Pensions Advisory Service (TPAS)

TPAS is available to assist members and beneficiaries with any difficulties they cannot resolve with their scheme administrators. TPAS can be contacted at:

11 Belgrave Road, London, SW1V 1RB

**Telephone:** 0845 601 2923

**Email:** [enquiries@pensionsadvisoryservice.org.uk](mailto:enquiries@pensionsadvisoryservice.org.uk)

**Web:** [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

## Pensions Ombudsman

In cases where a complaint or dispute cannot be resolved after the intervention of TPAS, an application can be made, within three years of the event, to the Pensions Ombudsman for an adjudication. The Ombudsman can investigate and determine any complaint or dispute involving maladministration of the Scheme or matters of fact or law and his or her decision is final and binding. Matters where legal proceedings have already started cannot be investigated. The Pensions Ombudsman can be contacted at:

11 Belgrave Road, London, SW1V 1RB

**Telephone:** 020 7630 2000

**Web:** [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

In addition, if you are dissatisfied with any decision made in relation to the Scheme, you have the right to have your complaint independently reviewed under the Internal Disputes Resolution Procedure (IDRP) and there are also a number of other regulatory bodies that may be able to assist you. The various procedures and bodies are detailed beside. We can often answer a query by explaining the legislation and administration of the Scheme and will take corrective action if an error has been made or our service has fallen below standard.

## How can I trace my pension rights?

If you should ever lose contact with the LPFA, the Pensions Scheme Registry has details of the LGPS, including a contact address. The purpose is to provide a tracing service for ex-members of schemes with pension entitlements (and their dependants), who have lost touch with previous employers. All occupational and personal pension schemes have to register if the pension scheme has current members contributing into their scheme or people expecting benefits from the Scheme. If you need to use this tracing service please write to the Registrar of Pension Schemes at:

PO Box 1NN, Newcastle upon Tyne, NE99 1NN  
Telephone: 0191-225 6393

## The Pensions Regulator

Their task is to ensure that occupational pension schemes operate within the law. Their role is to investigate and take action where there is carelessness, negligence or dishonesty that could damage the security of occupational pension schemes. They can be contacted at:

Napier House, Trafalgar Place, Brighton,  
BN1 4DW

**Telephone:** 0870 606 3636