

Pension Protection Fund: referrals of reviewable matters and complaints of maladministration

Before we can process your application you must complete all relevant sections of this form and provide the information requested.

Appointing a representative

If you are appointing a representative you must complete sections 3 and 10 of this form. The rest of the form can be completed by you or by your representative.

1. Your details (the person making the complaint or referral)

Surname First name Title

Address

Postcode

Date of birth / / Telephone

Email address (if you have one)

2. Your role (the person making the complaint or referral)

Please indicate the role in which you are making this complaint or referral:

Scheme member Trustee Manager Employer

Other (please specify)

3. Appointing a representative

If you are appointing a representative you must complete this section of the form.

I appoint to act as my representative.

We will only write to you or the person you have appointed to represent you. Where would you like correspondence to be sent?

My address My representative's address

Signed Date / /

4. Representative details

Name

Address

Postcode Telephone

Email

5. Communication preferences

How would you, or your representative, prefer to be contacted?

Email Letter Telephone

Do you need information in another language or format?

Yes No

If yes, please specify:

Braille Large print Translator Other
(please specify)

Do you have any other communication needs we can help with?

Yes No

If yes, give details.

6. About your application

Please tell us your reason for making an application:

I am referring a reviewable matter

I am making a complaint about maladministration

Please tell us the name of the pension scheme to which your application relates:

Please tell us the date of the Reconsideration Committee's decision (if applicable):

/ /

7. Reason for referral or complaint

Please tell us why you disagree with the Reconsideration Committee's decision, specifying the grounds for your disagreement.

If you are making a complaint of maladministration and have been notified by the Board that a stage 2 decision will not be issued by the Reconsideration Committee, please explain why you disagree with the Board's decision.

8. Injustice

If you are making a complaint of maladministration please give details of any injustice you have suffered (either financial or non-financial) as a consequence of the maladministration complained of.

9. Supporting information

To process your application we need a copy of the Reconsideration Committee's decision under stage 2 or the Board's decision under stage 1 along with any other documents that are relevant to your application.

10. Declaration

I consent to The Pensions Ombudsman obtaining necessary information to deal with my complaint from other bodies, including the other parties to my complaint. I confirm that I have read and understood the Privacy and Personal Information Policy (see below).

Signed Date

D	D	/	M	M	/	Y	Y	Y	Y
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Keep a copy of this form for your records and send the completed form along with supporting documentation to: Pension Protection Fund Ombudsman, The Pensions Ombudsman, 10 South Colonnade, Canary Wharf, London E14 4PU.

Alternatively, you can email the completed form along with supporting documentation to: CentralSupportMailbox@pensions-ombudsman.org.uk

Privacy and Personal Information Policy

Under the General Data Protection Regulation – GDPR – we must comply with various duties in relation to any personal information that we hold about you.

The following is a short explanation of why we collect personal information from you, how we use it and the conditions under which we may disclose it to others. It should be read in conjunction with the more detailed [Privacy and Personal Information Policy](#) that is published on our website.

Any queries concerning our Privacy and Personal Information Policy should be sent to our Data Protection Officer at InformationManagement@pensions-ombudsman.org.uk or by writing to 10 South Colonnade, Canary Wharf, London E14 4PU. Alternatively, you can telephone 0800 917 4487.

The information that you provide to us will be used to help us reach a decision about your complaint. Incidental to that, other uses may include: publishing decisions; dealing with any appeals or any other legal action concerning our decisions; dealing with any service complaints; training our staff; monitoring; carrying out customer satisfaction surveys; and improving our service.

It is likely that we will need to share the information you provide to us with, and receive information about you from, other individuals or organisations connected to the case. By law, we also have the power to share information about a complaint with a small number of other organisations if we think it necessary in helping them carry out their own functions.

Additionally, we may use third party data processors to support the delivery of our services in line with our statutory function.

We have contracts in place with our data processors, which means that they must act and process your personal data in strict accordance with the instructions

provided by us. They will ensure that that your personal data is only processed for the purpose in which it was shared.

Please note that all calls we make and receive are recorded for security, reference and quality purposes.

Our legal basis for processing your personal information will usually be: our statutory function under Part X of the Pension Schemes Act 1993; our legal obligations and reasons of substantial public interest; and/or that we are acting in our judicial capacity. On those occasions where we are not relying on any of the above, we will ensure that a suitable alternative legal basis is used, which could include obtaining your explicit consent.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including to satisfy any legal, accounting, or reporting requirements.

You may request access to, deletion of, correction of or transfer of your personal information. However, due to the nature of the work that we do, there are circumstances where we are permitted by law to decline such requests.

We aim to carry out our work openly and transparently and for this reason we usually publish Ombudsman determinations, as well as some opinions made by our adjudicators, on our website. While our published decisions will usually have identifying personal information removed, relevant information about you will remain to explain what decision has been reached and why.

If you have any issues or complaints about the way that we have handled your personal information, please contact us on InformationManagement@pensions-ombudsman.org.uk. You also have the right to make a complaint to the [Information Commissioner's Office](#).