



# Complaints about personal and occupational pensions

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

## 1. Your details

Surname  First name  Title

Address

Postcode

Date of birth   /   /     Telephone

Email address (if you have one)

## 2. Representative details

If you are appointing someone to represent you please include their details here. (please note if someone is representing you we will only correspond with them).

Name

Address

Postcode  Telephone

Email

## 3. 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

Braille  Large print  Translator Other

(please specify)

Do you have any other communication needs we can help with?  Yes  No

If yes, give details.

## 4. Previous referrals

Has your complaint been considered by a tribunal, court or another Ombudsman? Or is it in the process of being considered?  Yes  No

If yes, give details.

Have you previously referred your complaint to The Pensions Advisory Service?

Yes  No

If yes, can we request your papers from them?

Yes  No

What is your Pensions Advisory Service reference number?

Have you brought a complaint to us before?

Yes  No

### 5. How did you find out about us? (please select one)

Recommendation from a friend or colleague

Pension scheme administrator, manager or trustee

Referral from The Pensions Advisory Service

Pension scheme booklet

Referral from the Financial Ombudsman Service

Internet search

Employer

Other (please specify)

### 6. About your complaint

Please tell us the name of your pension scheme or pension provider. If you have a policy number, please include it here.

Please give us the name and address of each party you think is at fault. Your complaint can be about more than one party.

Employer:

Trustee:

Scheme Manager:

Scheme Administrator:

When did you first become aware of this problem?

**Please tell us what went wrong and who you think is at fault.**

A large, empty rectangular area with a light orange background, intended for the user to provide their response to the question above.

**Please tell us what personal or financial loss you have suffered.**

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How would you like the matter put right?

**7. Supporting information**

To process your application we need a copy of the final response you received from the parties you are complaining about as well as any other documents relevant to your application. If you are not sure which documents to include with your application form you can contact us for advice free of charge on 0800 917 4487.

**8. 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 personal information policy (see below).

Signed

Date  /  /

**Keep a copy of this form for your records and send the completed form along with any supporting documentation to:** The Pensions Ombudsman, 10 South Colonnade, Canary Wharf, London E14 4PU.

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

Any queries concerning our Privacy and Personal Information Policy should be sent to our Data Protection Officer at [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@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 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 other legal action concerning our decision; dealing with any service complaints; or carrying out customer satisfaction surveys.

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.

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 pursuant to 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 for the purpose of satisfying 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 let us know via [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk). You also have the right to make a complaint to the Information Commissioner's Office ([www.ico.org.uk](http://www.ico.org.uk)).