

# JERSEY TEACHERS' SUPERANNUATION FUND

A woman with dark hair is shown in profile, looking towards a chalkboard. The chalkboard is filled with handwritten mathematical equations, including  $x^2 + y^2 = r^2$ ,  $x^2 + y^2 - 2x + 2y - 2 = 0$ ,  $[0, 1, 1, 1]$ , and  $[2, 1, -1, -1]$ .

How to make a complaint

The Jersey Teachers Superannuation Fund aims to give the best possible service to all members and their dependents but administering pensions can be complex. If you are unhappy with the treatment or service you have received in respect of your pension from the DPU there is a recognised complaints procedure which is clarified below.

## Complaints Procedure

### Who can complain?

A complaint can be made by a member affected or likely to be affected by a decision of the Pensions Team. A complaint can also be made by a parent on behalf of children or a legal guardian acting on behalf of a member in accordance with their views.

### What is the time limit for making a complaint?

You should normally complain within 3 months of the decision or incident or within 3 months of becoming aware that you have something to complain about. The DPU has discretion to waive this time limit if there is a good reason why you did not complain earlier.

### To whom shall I first complain?

Initially, you should contact the DPU concerning your case. They will consider your problem and aim to respond within 5 working days (unless further advice needs to be taken). To help us identify your case, you must provide:

- ❖ Your full name;
- ❖ Your address; and
- ❖ Your date of birth.

If you remain unhappy with the proposed solution, you may make a formal complaint by writing to the DPU at the contact address below. You should receive a response within 10 working days of receipt. You will be informed if the case will take longer.

The address to write to is:

**Jersey Teachers Superannuation Fund**  
**The Dedicated Pensions Unit**  
**Treasury and Resources Department**  
**Cyril Le Marquand House**  
**P.O. Box 353**  
**St. Helier**  
**Jersey, JE4 8UL.**

The Head of the DPU will review your case and carefully consider your complaint and will tell you the outcome in writing. All replies to complaints and disputes will be as clear as possible.

We have a duty to act fairly and reasonably at each stage of the decision making process, and subsequently, under the review procedures. In practice our decisions follow well established and defined procedures, but all complaints will be given due and proper consideration.

After we have reviewed your case, we will explain our position or the original decision. If, after the review, this outcome is to be revised we will explain why.

### Taking a complaint further

If you remain dissatisfied with the review decision, or remain unhappy with the service you can write to the Secretary of the Management Board, using the address below, for a further review of your case.

**The JTSF Scheme Secretary,**  
**The Dedicated Pensions Unit**  
**Treasury and Resources Department**  
**Cyril Le Marquand House**  
**P.O. Box 353**  
**St. Helier**  
**Jersey, JE4 8UL.**

If you want to do this, you must do so within six months of the date of our reply to your original complaint. This review will be carried out by the Scheme Secretary who will aim to provide a response within 30 working days. Again you will be kept informed of progress.

Should this not resolve the case then it may be referred to the Management Board for further arbitration.

## Further Information

For more information on any aspect of the Jersey Teachers Superannuation Fund

- ❖ Call us on (01534) 440637
- ❖ Alternatively, you may wish to email us at [itsf@gov.je](mailto:itsf@gov.je)
- ❖ or visit our website [www.gov.je](http://www.gov.je)

Opening times: we are open Monday to Friday from 9am to 5pm