



# Complaints Procedure

## Public Employees Pension Fund



# Complaints Procedure

This is the recognised complaints procedure which clarifies what action you should take if you are unhappy with the treatment or service you have received from the Public Employee's Pension Team (PEPT or Pensions Team).

From the day you become a member of the Scheme, to the day when your benefits or dependant's benefits are paid, the employer and the Pensions Team have to make decisions under the Pension Scheme Regulations that affect you (or your dependants). When you (or your dependants) are notified of a decision you should check, as far as you can, that it is based on the correct details and that you agree with the decision.

In the event that you are not satisfied with a decision affecting you in relation to your benefits then you have the right to have the decision reviewed under the formal complaint procedure.

## **Who can complain?**

A complaint can be made by any member who is not satisfied with any decision of the Pensions Team which would affect them, or is likely to affect them, in relation to their benefits. 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 wishes.

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

If you wish to make a complaint you should make it normally within 3 months of the day you were informed of the decision or incident leading to the complaint, or within 3 months of the day on which you became aware of something to complain about.

The Pensions Team have the discretion to waive the time limit if there is a valid reason as to why you did not raise the complaint earlier.

## **Making a complaint**

### Stage 1

If you have a complaint about a decision made by the Pensions Team you will need to contact the Pensions Team and advise them of the decision that you are not satisfied with. The complaint will be carefully considered by the Pensions Team and where they find in your favour, they will ensure that things are put right

The Pensions Team will aim to respond to all complaint within 5 working days from the date on which they received the complaint. If the Pensions Team find that they need further assistance on the complaint and more time is required in which to respond, you will be informed.



If it is identified that the decision your complaint is about originates from information provided by your employer, your complaint may be passed to your employer for them to reconsider the decision. Where this is the case you will be informed and it will be for your employer to respond to your complaint.

## Stage 2

If you remain unhappy with the response provided by the Pensions Team or your employer, you can make a formal complaint in writing to the Pensions Team using the address below. The Pensions Team will aim to respond to the complaint within 10 working days from the date on which the complaint was received. If the Pensions Team find that they need further assistance on the complaint and more time is required in which to respond, you will be informed.

The address to use to make a formal complaint in writing is as follows:

Public Employees Pensions Team, States Treasury and Exchequer, Cyril Le Marquand House, PO Box 353, St. Helier, Jersey, JE4 8UL

## Stage 3

If you are unsatisfied with the handling of your complaint or you remain unhappy with the response following the formal complaint, you can take the complaint further by writing to the Secretary of the Committee of Management. The Committee of Management are the Governing Body of the pension scheme.

The address to write to is as follows

The Secretary, Committee of Management, c/o of the Public Employees Pensions Team, States Treasury and Exchequer, Cyril Le Marquand House, PO Box 353, St. Helier, Jersey, JE4 8UL,

The Secretary will review your complaint and the decisions that have been made. The secretary will aim to respond to your complaint within 30 working days from the date on which the complaint was received.

## Stage 4.

If the decision of the secretary still does not resolve your complaint, then it may be referred to the Committee of Management for final arbitration. Any decision of the Committee of Management is final and binding.