



Complaints Procedure

Jersey Teachers Superannuation Fund



Complaints Procedure

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 Public Employees Pension Team (PEPT) there is a recognised complaints procedure which is clarified below.

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:

Jersey Teachers Superannuation Fund
The Public Employees Pensions Team
PO Box 353
19-21 Broad Street,
St Helier,
Jersey,
JE2 3RR.

The Manager of Pension Administration for the PEPT 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. The complaint or dispute will be reviewed to ensure that:

- Decisions have not been made that are outside the powers of the Scheme's Legislation;
- Any administrative issues are addressed; and
- The facts of the case and the reasoning behind the issue are clearly explained.

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. We will reply within two months but we will aim to provide a response within 10 working days.

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, PO Box 353,
19-21 Broad Street, St Helier, Jersey, JE2 3RR





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.

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.

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.

Where there is any difference between the legislation governing the Jersey Teachers Superannuation Fund and the information in this explanatory note, the legislation will apply.

