

Complaints, suggestions and compliments

At Lothian Pension Fund, we are committed to providing our members with excellent customer service and value all your comments and suggestions.

If things go wrong

Sometimes things go wrong and this leaflet will help you through the process of making a complaint and tells you what we will do to resolve it.

When things go right

We also need your feedback to tell us what we are doing right, and where improvements can be made.

Our standards

Our Service Charter explains the service you can expect when you contact us. You can view or download a copy from our website www.lpf.org.uk or phone us and we will send you one.

Let us know what you think

We want to hear how you found our service. Was something not quite right and left you unhappy with our service? Was the service you received exceptional or do you want to make a suggestion on how we can do things better?

Let us know how we did by contacting us in any one of the ways below.

- **fill in the form at the end of this leaflet and send it back to us**
- **e-mail : pensions@lpf.org.uk**
- **telephone: 0131 529 4638**
- **fax: 0131 529 4647**
- **in person/ or writing:
Lothian Pension Fund
3.3 Waverley Court
4 East Market Street
Edinburgh, EH8 8BG**
- **office hours:
Mon to Thurs 8.30am to 5.00pm
Fri 8.30am to 3.40pm**

Please contact us if you wish this document on tape, in Braille, large print or require community language translation. If you have hearing or speech difficulties or if English is not your first language, we can provide an appropriate interpreter on request.

What happens after you contact us?

Suggestions and compliments

we will acknowledge your suggestion or compliment within 10 working days. We will let you know what we have done in our response.

Complaints

Our complaints processes (overleaf) deal with the two different types of complaints – the service we have delivered and how pension rules were applied.

Lothian Pension Fund Complaints, suggestions and compliments

I am making a:
(tick as appropriate)

| | | | | | |
|-----------|--|------------|--|------------|--|
| Complaint | | Suggestion | | Compliment | |
|-----------|--|------------|--|------------|--|

Have you contacted anyone in Lothian Pension Fund or your employer about this? YES / NO

If 'yes' who did you contact and when:

Please give details of your complaint, suggestion or compliment:

What further action would you wish us to take?

Name:

Address:

National Insurance number:

Daytime contact telephone number:

Email address:

Date:

Return form to:

Lothian Pension Fund
FREEPOST RRCC-UXEX- HSXR
3/3 Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

How we deal with complaints

| Service delivery complaints |
|--|
| <p>INITIAL CONTACT We will make every attempt to resolve a complaint on the spot. If this is not possible a team leader will investigate the matter and respond to you within 10 working days.</p> |
| <p><i>STEP 1 : When you let us know you are still unhappy with the response.</i></p> <p>A manager will investigate the matter and send a written response within 10 days of your request for review.</p> |
| <p><i>STEP 2 : If you are still unhappy</i></p> <p>You can request your complaint to be reviewed by the Head of Pensions and Investment Service. We will respond to you within 10 working days.</p> |
| <p><i>STEP 3 : still not satisfied once been through our complaints process</i></p> <p>You can make a formal complaint to: The Pensions Ombudsman 11 Belgrave Road, London, SW1V 1RB Tel: 0207 834 9144</p> <p>or</p> <p>Scottish Public Services Ombudsman 4 Melville Street, Edinburgh, EH3 7NS Tel: 0870 011 5378</p> |

| Internal disputes resolution procedure | |
|--|--|
| Complaints about how pension rules are applied by:- | |
| <p>LOTHIAN PENSION FUND For example decisions relating to:</p> <ul style="list-style-type: none"> • benefit calculations or payments • previous membership • transfer in/out • AVCs | <p>YOUR EMPLOYER For example decisions on:</p> <ul style="list-style-type: none"> • entitlement • discretion • ill health • early leavers • contribution rates |
| <p>We will make every attempt to resolve a complaint on the spot.</p> <p>If this is not possible a team leader will investigate the matter and respond to you within 10 working days.</p> | |
| <p><i>If complaint has not been resolved.</i> You should write to the Pensions Administration Manager with full details of the decision you wish reviewed within six months the notification of the decision or the act or omission you are complaining about A manager will investigate the matter and send a written response within 10 days of your request for review. If the investigation will take longer, we will keep you informed of when you can expect a response.</p> | |
| <p><i>If you are still unhappy with the decision.</i> You can appeal the decision to an independent appointed person. This is stage one of the Internal Dispute Resolution Procedure within six months. You will be given details of how to appeal in our reply to the first step.</p> | |
| <p><i>If you are still dissatisfied following the independent review.</i> You may apply to the Scottish Ministers to have the decision reconsidered within six months of the date of the notification of the first stage decision. The notification will include a contact address. This is stage two of the Internal Dispute Resolution Procedure.</p> | |
| <p>If, after going through the dispute process, you are still not satisfied you can make a formal complaint to the Pensions Ombudsman at the address opposite.</p> | |