

Complaint Form

Details of scheme member	
Name	
Address	
National Insurance Number	
Telephone Number	
Email address	

If you want your personal representative or another person to represent you, please complete the details below and sign and date this form.

Alternative applicant acting on behalf of the member	
Name	
Address	
Relationship to Member	
Telephone number	
Email address	
Whose address should letters go to?	

Member Signature:

Date:

Complaint Form

Please give details of your complaint below. Continue on a separate piece of paper if necessary. Please attach any supporting evidence where applicable.

Details of the complaint

Please return the completed form to: Customer Experience Manager, Lothian Pension Fund, PO Box 24158, Edinburgh EH3 1GY.

What happens next

Complaint received

A member or representative may complain either verbally or in writing, including, by phone, letter or email.

Frontline response – Stage 1 complaint

For issues that are straightforward and simple, requiring little or no investigation. An ‘on-the-spot’ apology, explanation, or other action to put the matter right.

Complaint resolved or a response provided in **five working days** or less (unless there are exceptional circumstances)

Complaint addressed by any member of staff, or alternatively referred to the appropriate point for frontline response.

Response normally face-to-face or by telephone (though sometimes we will need to put the decision in writing)
We will tell the member how to escalate their complaint to stage 2

Investigation by the Customer Experience Manager – Stage 2 Complaint

Where the member is not satisfied with the frontline response, or refuses to engage at the frontline, or where the complaint is complex, serious or ‘high-risk’.

Complaint acknowledged within **three working days**.

We will contact the member to clarify the points of complaint and outcome sought (where these are already clear, we will confirm them in the acknowledgement)

Complaint resolved or a definitive response provided within **20 working days** following a thorough investigation of the points raised

Independent review – Stage 3 complaint

Where the member is not satisfied with the stage 2 investigation the member or representative can make a formal complaint to: The Pensions Ombudsman, 11 Belgrave Road, London SW1V 1RB Tel: 0800 917 4487.

Resolution

The complainant and organisation agree what action will be taken to resolve the complaint.

Reporting, recording, and learning

Action is taken to improve services on the basis of complaint findings, where appropriate.

We record details of all complaints, the outcome and any action taken, and use this data to analyse themes and trends.

Senior management have an active interest in complaints and use complaints data and analysis to improve services.

Learning is shared throughout the organisation.

We publish a yearly complaints report on our website that summarises complaint trends and the actions that have or will be taken to improve services as a result.