

**Complaints and Disputes Form**

PUBLIC SECTOR PENSIONS ACT 2011

Application for a matter to be considered as a complaint or a dispute

Full details of how to lodge a complaint can be found on the PSPA website at [www.pspa.im](http://www.pspa.im)

Your full name.....

Date of birth.....

National Insurance Number.....

Address.....

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Postcode.....

Name of the Public Sector Pension Scheme in respect of which this matter refers

.....

<b>Please answer the questions below - Yes or No.</b>	<b>Yes/No</b>
Have proceedings begun in connection with this in any court or tribunal?	
Has the Pensions Ombudsman or Tynwald Commissioner for Administration commenced an investigation?	
Has a notice of appeal been issued by police officer in respect of a medical or injury benefit appeal?	

If you are not a scheme member, please state your relationship to the member so that we may understand your interests in the scheme. Please also provide some details about the member so that we may correctly identify the person in our records; including if possible their full name, address and date of birth, and their National Insurance number.

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Please provide details of the complaint or dispute. You should set out the matter in sufficient detail and your reasons for disagreeing with any decision made. You should attach any relevant documents or evidence you wish to rely upon when doing so.

You may do so on separate sheet of paper if you wish, but please remember to sign and date your submission in the same manner as shown below.

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..... Please continue on a separate sheet of paper if necessary

Signed..... Dated.....

Your email address .....

If you provide us with an email address we will normally communicate with you by email at this email address.

**How we use your information:** The PSPA will use the information that you have provided for the administration of your pension scheme membership and processing payment of your pension benefits. We may share your information to administer and pay your pension, enable us to prevent and detect fraud and mistakes, or as required by law. For more information about whom we share your information with and how long we keep your personal data and your rights, please refer to our Privacy Notice on our website at [www.pspa.im](http://www.pspa.im)

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**Appointing a representative**

If you wish a representative to deal with this matter on your behalf please state their details and give your authority for them to act by signing and dating the section below.

Please be aware that the appointment of a representative is wholly a matter for you. We cannot protect information once it has been made available to a third party. If you want to restrict the information being made available or you wish to act as an intermediary to afford better protection please make this clear to us.

I (Please restate your full name).....

Wish (Please provide your representatives name).....

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to represent me in the matter of my complaint or dispute to the Public Sector Pension Authority and give my consent for the Public Sector Pension Authority to release information requested and held in their records to them.

Signed.....Dated.....

The nature of your representatives relationship to you.....

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Your representatives contact details.....

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Your representatives email address.....

If you provide us with an email address this will be the way that we will normally communicate with them.

Please tick a box to state whether your representatives' address (or email address) is the address to be used for the service of all documents.

Yes  No

If you tick "No" we will send any documents or communications to your own address (or email address if you provide us with one).

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### Notes

Please note that the PSPA will determine whether to respond to the matter under the complaints or internal disputes resolution procedures. We will provide our reasons for choosing which procedure we are applying.

If you are unhappy with any of our decisions there is always a right of referral; including in relation to any ruling with regard to complaints or disputes.

When you raise a complaint or dispute we will issue a ruling. If you remain unhappy and wish the matter to be reconsidered, a right of appeal exists to the Authority and after the Authority has ruled, you can appeal to the Pensions Ombudsman or Tynwald Commissioner for Administration. Further details will be provided at each stage of the process about how to progress to the next stage.

### Equality

In compliance with the Equality Act 2017 we commit to not treating any person less favourably than anyone else because of that person's

- sex (male or female)
- legal marital or civil partnership status
- gender reassignment (whether proposed, commenced or completed)
- sexual orientation (LGBT+ and heterosexual)
- race (this includes colour, ethnic or national origin or nationality or caste)
- disability
- religious or political beliefs (this includes lack of religious or political beliefs)
- age
- Pregnancy and maternity.

The Public Services Pensions Authority is committed to equal opportunities and our aim is to make our complaints policy easy to use and accessible to all of our customers. We will take reasonable steps to accommodate any reasonable adjustments you may need us to make too enable you to access this policy or receive responses to complaints in other formats, and provide such assistance as you may reasonably require. If you would like a response to a complaint in another format (such as Braille, audio CD, BSL video, large print or Easy Read) please email: [pensions@pspa.im](mailto:pensions@pspa.im) or phone (01624) 685598.

### Our address

Public Sector Pensions Authority  
Prospect House  
27-29 Prospect Hill  
Douglas  
Isle of Man, IM1 ET