



# **PUBLIC SECTOR PENSIONS AUTHORITY**

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## **Complaints Procedure**

**Public Sector Pensions Authority  
Prospect House  
27-29 Prospect Hill  
Douglas  
Isle of Man  
IM1 1ET**

**November 2016**

## **Complaints Information for the Public**

### **Public Sector Pensions Authority (PSPA)**

#### **How to complain - a guide for the Public**

We're here to resolve your problem. We do everything we can to make sure our customers get the best possible service. However, sometimes we don't get things right. When this happens we encourage you to tell us about your complaint so that we can put matters right.

#### **We want to:**

- make it easy for you to raise your complaint
- listen to your complaint
- consider how you would like us to resolve your complaint
- make sure you are satisfied with how your complaint was handled

The remainder of this leaflet explains what to do if you have a complaint about the service from the Public Sector Pensions Authority (PSPA). It also tells you how quickly we will deal with your complaint and who to contact if you are not satisfied with our response.

#### **How and where to complain to:**

If you are not satisfied with any aspect of the service we provide you can contact us by email, in writing or by phone.

By email at [pensions@pspa.im](mailto:pensions@pspa.im) or in writing, or in person to:

The Complaints Officer  
Public Sector Pensions Authority  
Prospect House  
27-29 Prospect Hill  
Douglas  
Isle of Man  
IM1 1ET

or by phoning us on 01624 685598.

## **The Procedure**

The PSPA operates a 3 Stage Complaints Procedure.

## **How long will it take?**

### **Stage 1 – up to 11 business days**

Our aim is to resolve your complaint straight away. If we have been unable to resolve your complaint immediately we will write to you within 11 business days to:

- acknowledge your complaint;
- tell you who is dealing with your complaint; and
- give you an estimate of how long it will take

### **Stage 2 – 11-20 business days**

In the majority of cases, we will be able to resolve your complaint within 11 business days of receiving it. If we haven't we will contact you again to update you with our progress and tell you how much longer we anticipate it will take.

If you are dissatisfied with the decision we make at Stage 1, you can ask for your complaint to be escalated to Stage 2 of the Complaints Procedure by contacting the Complaints Officer. Your complaint will be investigated by a senior member of the PSPA and a decision provided within 20 business days. More complex cases are automatically elevated to Stage 2.

On the rare occasions that we have not been able to resolve your complaint within 20 business days, we will contact you again to update you with our progress and seek to reach agreement on how much longer we anticipate it will take.

### **Stage 3 – Appeal to Chief Executive Officer**

If we cannot reach agreement with you, we will send you a "Final Response" letter. This will clearly set out our position with regard to your complaint and will advise you on how to contact the PSPA's Chief Executive if you wish him to review your case. Any referral to the Chief Executive must be made within 7 working days of the date of our "Final Response" and the Chief Executive will endeavor to resolve the matter within 30 working days of this escalation.

### **Time limits for responses**

If for any reason the time limits referred to in the stages above are unachievable, for example because the complaint is complex and requires careful consideration and detailed investigation, we will write to you and say why and set a new timescale.

### **Time limit for making a complaint**

This complaint's handling procedure sets a time limit of six months from when the customer first knew of the problem, within which time they may ask us to consider the complaint, unless there are special circumstances for considering complaints beyond this time.

### **IMPORTANT**

The PSPA also operates an Internal Dispute Resolution Procedure (IDRP). IDRP is a completely separate and distinct mechanism from the Complaints Procedure described above and is a statutory (legal) mechanism for resolving disputes or disagreements, as opposed to a complaint about the level of service provided to you.

The provision of an Internal Dispute Resolution Process is a requirement of the Public Sector Pension Act 2011. A separate leaflet concerning IDRP is available [here](#) or from the PSPA at the contact details provided below.

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