



PUBLIC SECTOR PENSIONS AUTHORITY

Complaints Procedure

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

March 2021

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 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.

If you still remain aggrieved and depending on the nature of your complaint, it may be eligible to be referred to the Tynwald Commissioner for Administration ("The Tynwald Ombudsman").

The Tynwald Ombudsman's purpose is to investigate complaints from members of the public who claim to have sustained injustice or hardship as a result of service failures by, or the administrative actions of, the PSPA (including action taken on our behalf).

The Tynwald Ombudsman will normally only deal with a complaint if it arises after 1st January 2020; has been through internal procedures and the complainant is resident in the Isle of Man.

Please note, Section 11(2)(h) of the Tynwald Commissioner for Administration Act 2011 expressly precludes the Tynwald Ombudsman from investigating "action taken in respect of appointment or removal, pay, discipline or superannuation of staff or other personnel matters".

The Tynwald Ombudsman cannot investigate after an unsuccessful complaint to the Pensions Ombudsman.

The Tynwald Ombudsman can be contacted at:

Tynwald Commissioner for Administration
C/o Office of the Clerk of Tynwald
Legislative Buildings
Finch Road
Douglas
Isle of Man
IM1 3PW
Email: ombudsman@parliament.org.im

<http://www.tynwald.org.im/about/TCA/Pages/default.aspx>

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 on the PSPA website or from the PSPA at the contact details provided below.

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