

Date of receipt:

# Complaints Form

## Guidance

Please print and complete this form using the guidance notes provided to submit your complaint to us. **Please do not use this form for complaints against the Ill Health decisions.** If your complaint is in relation to an Ill health application, please submit your appeal in writing together with any relevant evidence to support your appeal, ensuring it's clearly marked with 'Ill Health Appeal'. **Please do not use this form for password/pin changes or if you're unable to sign in on MPO. You can reset your details on our website [www.teacherspensions.co.uk/forms/user-reset](http://www.teacherspensions.co.uk/forms/user-reset).**

**If you have recently opted out of the Teachers' Pension Scheme but pension contributions have continued to be deducted, do not complete this form, but approach your employer to arrange a refund.**

If you are completing this form on behalf of a member or beneficiary please ensure you enclose their written authority to allow us to communicate directly with you, or ensure the member or beneficiary has already given this authority for you in the last 6 months.

Teachers' Pensions aim to give the best possible service to all members and their dependents but sometimes things do go wrong. If you think we've incorrectly applied the scheme rules when handling your case or if you think that we've not handled your case well then you may wish to make a complaint. We'll look in to the background of your case and we'll advise you on the outcome of our investigations. You may wish to seek advice from your Union representative before submitting your complaint.

### Your details

1. **Surname** (one character per box)


2. **First name**

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3. **Title** (please tick, or state if other)

Mr  Mrs  Miss  Ms  Other

4. **Contact address**


Postcode

5. **Teacher's reference number** (example 99/99999)

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6. **Date of birth**

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7. **National Insurance number**

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8. **Home telephone number** (inc. STD code)

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9. **Mobile telephone number**

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10. **Personal email address**

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11. **Would you like to receive the response to your complaint by** (please tick one box)

Letter  MPO\*  Phone

\*Please be aware that you can only request response by MPO if you are a member of the Scheme.

### Type of complaint

- Service (e.g. unprofessional / insensitive behaviour)
- Misleading / consistency of information provided regarding your case
- Non payment of benefits
- Decision not to allow transfer
- Other (please state)

- Time taken to deliver service / delays
- Information on our website or guidance literature
- How benefits are calculated
- Decision not to allow opting in or out of the Scheme
- Transitional Protection (please provide evidence)

*Continued from overleaf*

**Please tell us what you're not happy about that gives you cause to complain**

**Please provide the full details, sequence of events or conversations that support your cause for complaint**

**How would you like the matter to be put right?**

**General Data Protection Regulation (GDPR).** The Department for Education (DfE) will use any information you provide in connection with the Teachers' Pension Scheme to administer and operate the scheme and pay benefits under it. This may include passing details to third parties that are involved in the administration and operation of the scheme. The DfE may also use your data for administrative purposes in line with its data protection notification. In order to fulfil its duty to protect public money, the DfE may use information it holds to prevent and detect fraud. It may also share information with other organisations that handle public funds. If there is any difference between the legislation governing the Teachers' Pension Scheme and the information in this application form, the legislation will apply. For more information on how we will use your data, go to [www.teacherspensions.co.uk/public/privacy](http://www.teacherspensions.co.uk/public/privacy)

**Please return to us at:**

Teachers' Pensions,  
11b Lingfield Point  
Darlington, DL1 1AX

[www.teacherspensions.co.uk](http://www.teacherspensions.co.uk)