

PLUMBING AND MECHANICAL SERVICES (UK) INDUSTRY PENSION SCHEME

EMPLOYER COMPLAINTS PROCEDURE

1. INTRODUCTION

The Trustee aims to deal with any disputes relating to participation in the Scheme in an efficient and speedy manner. In the event that a complaint cannot be resolved informally, the following procedures should be followed.

2. WHO CAN USE THE PROCEDURE?

The employer complaints procedure will apply to participating employers or employers that have previously been a participating employer in the Scheme.

3. WHAT DO I NEED TO DO?

- a) The complaint must be put in writing with sufficient information to allow the Trustee to understand the nature of the complaint. The complainant may wish to seek legal advice before doing so or at any stage in the complaints process.
- b) The complaint should be sent to the Chief Executive at Plumbing Pensions (UK) Administration Ltd, Bellevue House, 22 Hopetoun Street, Edinburgh, EH7 4GH.
- c) On receipt of a complaint, the application will be considered and notice of the decision will be sent in writing to the complainant within three months of receipt of the application. The notice will include an explanation of the decision and whether the complaint is upheld or rejected. Reference will be made to any legislation or documentation relied upon.
- d) If an employer is not satisfied with the way a complaint has been handled or the decision, an appeal may be made to a Sub-Committee of the Trustee Board. Appeals must be made within 6 months of the date of the original decision.
- e) Any appeal must be in writing to the Trustee Secretary at Plumbing Pensions (UK) Ltd, Bellevue House, 22 Hopetoun Street, Edinburgh, EH7 4GH and must set out the reasons why the complainant disagrees with the original decision, providing sufficient information to support the appeal.
- f) The Sub-Committee will consider the appeal within three months of receipt. The decision of the Sub-Committee will be final with no further right of appeal within the Scheme.

- g) The Pensions Ombudsman may be contacted if the complainant is not satisfied with the decision of the Sub-Committee. The Pensions Ombudsman can be contacted as follows:

By email: enquiries@pensions-ombudsman.org.uk

By phone: 0800 917 4487

Or in writing to: Pensions Ombudsman Service
10 South Colonnade
London E14 4PU