

## NHS Pension Scheme – Employers formal complaints

### What NHS Pensions will do

There may be times when you think we have made an error, or you simply do not agree with the result. Our process for dealing with employer's formal complaints applies to all pension schemes. Our aim is to give you a response which answers your concerns.

### Who can make a formal complaint?

Employers who have dealings with the NHS Pension Scheme, for example:

- any NHS employer
- approved employers

### To whom do I inform?

Complete and return the enclosed form to the Stakeholder Engagement Team email account: [stakeholderengagement@nhsbsa.nhs.uk](mailto:stakeholderengagement@nhsbsa.nhs.uk) which will start the employer's formal complaint process.

You must provide:

- the employing authority (EA) code, organisation name, your name, work email address, any membership number if applicable
- the reason for your formal complaint

### What happens next?

We will review the formal complaint and carefully consider the reason made on your form. Then, we will assign a Stakeholder Engagement Manager, who will contact you if they require further information to support your complaint. Finally, we will email you the outcome.

### We aim to:

- explain the reason, and whether there has been or will be any change
- we will reply to tell you if we are unable to do so

**We will keep you informed of progress.**

## NHS Pension Scheme – Employers formal complaints form

The details we require are set out in this form. Failure to provide any of the information we have asked for will result in the formal complaint being delayed. We do appreciate that some of the information being requested will already be known to us, however it is a necessity that all such details are provided.

The Stakeholder Engagement Team Manager will provide you with an outcome of receiving your completed form. If they are unable to do so they will email you to let you know the reasons why.

### Employer details

Employer name

Employing authority (EA) code

Your name

Work email address

Work phone number

Membership number (if applicable)

Provide full details of your formal complaint, then return your completed form to the Stakeholder Engagement Team, with any additional information you consider relevant to:

Other, provide details

Signature of complainant

Date

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