



Pension
Protection
Fund

Manager of the Financial
Assistance Scheme

Complaints about the
Financial Assistance
Scheme



Resolving
complaints
in the
right way

There are two types of FAS complaints:

- 1 General complaints
- 2 Statutory Reviews

You don't need to work out which type of complaint you're making, we'll do that for you. If your complaint qualifies as a statutory review, it will automatically be treated as such.

Stage 1

Internal stage with a 10 working day response time

Stage 2

Internal stage with a 28 day response time

Stage 3

External stage subject to the Adjudicator's own response times

1 FAS General Complaints



2 FAS Statutory Reviews



To make a complaint you'll need to contact the Resolutions Team. Their contact details are:

The Resolutions Team
Financial Assistance Scheme
PO Box 287, Wymondham, NR18 8EZ

Telephone: 0330 678 0000
Email: resolutionsteam@ppf.co.uk

For both general and statutory complaints there are 3 stages in the process:

Stage 1

We'll acknowledge receipt of your complaint straight away and aim to send you a full reply within 10 working days. If this isn't possible, we'll let you know and tell you when you can expect a reply. In our response, we'll always let you know how we've categorised your complaint and the next stage of escalation.

Stage 2

If you've been through stage 1 and feel that your complaint hasn't been resolved to your satisfaction, you can ask the Resolutions Team to escalate your complaint to stage 2, where it will be reviewed by a member of our Senior Resolutions Panel. You should make your stage 2 complaint within 28 days of our response at stage 1 being issued. We'll aim to send you a full reply within 28 days.

Stage 3

If you feel your complaint hasn't been resolved to your satisfaction at stage 2, you can send your complaint to an independent third party. At stage 3, there's a different third party for general complaints and statutory complaints:

General Complaints

The Independent Case Examiner (ICE)
 ICE will expect you to have tried to resolve your complaint directly with us, in line with our complaints process, before they'll consider your complaint. There's no deadline for escalating your complaint to ICE, but we'd recommend that you do so shortly after receiving our response at stage 2.

Their contact details are:

The Independent Case Examiner
 PO Box 209
 Bootle
 L20 7WA
 United Kingdom

Telephone: 0800 414 8529
 Email: ice@dwp.gov.uk

Statutory Complaints

The Pension Protection Fund Ombudsman
 They'll expect you to have tried to resolve your complaint directly with us, in line with our complaints process, before they'll consider your complaint. You'll also need to escalate your complaint to them within 2 months of our stage 2 response being issued. **Their contact details are below:**

The Pension Protection Fund Ombudsman
 Pension Ombudsman Service
 10 South Colonnade
 Canary Wharf
 London
 E14 4PU

Telephone: 0800 917 4487
 Email: enquiries@pensions-ombudsman.org.uk



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