



Pension
Protection
Fund

Manager of the Financial
Assistance Scheme

Complaints about the
Financial Assistance Scheme

Resolving complaints in the right way



Protecting people's
futures

A guide to our complaints process

There are two types of FAS complaints:

- 1 FAS Complaints
- 2 Statutory Reviews

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





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 Pension Protection Fund Ombudsman's own response times

Resolutions Team

Senior Resolutions Panel

Pension Protection Fund Ombudsman

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
Member website: www.ppf.co.uk/fasmembers

Keeping your personal data secure is very important to us. That's why we're now asking you not to email us with any changes you might want to make to your personal information. In addition, we'll no longer accept such instructions by email.



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 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 two months of our stage 2 response being issued.

Their contact details are below:

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

Telephone: 0800 917 4487

Email: enquiries@pensions-ombudsman.org.uk

In certain circumstances the Pension Protection Fund Ombudsman might determine that they cannot review part or all of a complaint. They will write to you as soon as possible to tell you. They may also advise you to contact a different adjudicator, the Independent Case Examiner. The Pension Protection Fund Ombudsman will provide their contact details to you.



Pension Protection Fund

Manager of the Financial
Assistance Scheme