

## SERVICE STANDARDS COMPLAINTS PROCEDURE

The Service Standards Complaints Procedure can be used where a Scheme member, or beneficiary, believes that the Trustee's Service Standards have not been met or a particular difficulty has not been given proper attention (or has been mishandled) and the member wishes to complain.

A member may make a formal complaint by completing this form and returning it to the Pensions Office by Freepost mail (no need for a stamp) or by email. The Scheme's Complaints Officer will send an acknowledgment of the complaint within a week, and a full reply will usually be provided within 3 weeks.

### **Section A – Please enter your details below:**

Member's National Insurance Number:					
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Title:
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Surname:
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Forename:
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Date of Birth:
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#### Contact Details:

Address:	
	Postcode:
Telephone:	
Email address:	

**Section B – Please enter details of your complaint below (continuing on a separate sheet of paper, if necessary):**

Please remember to include details of the nature of your complaint and what you would, ideally, expect to have been done differently.

Signature: .....

Date: .....

This completed form should be sent to:

Service Standards Complaints Manager  
British Steel Pension Scheme  
FREEPOST RLXS-ZXKT-AUER  
6<sup>th</sup> Floor, Sentinel  
105 Waterloo Street  
Glasgow  
G2 7BW

Or send by email to: [pension.enquiries@tatasteel.com](mailto:pension.enquiries@tatasteel.com)