

CAPITA



We want
you to have
your say

At Capita, we aim to give the best possible service first time and every time, but sometimes things can go wrong.

Our dedicated Customer Relations Team (CRT) is here to help you work through any problem you have with our services

Our team will:

- help you to make a complaint;
- treat you fairly and keep what you tell us confidential;
- try to put things right as quickly as possible;
- do what we promise;
- use plain English in all our documents; and
- use your feedback to improve our services.

If you are not happy with our service

If you have any worries, you can let us know by:

- phone;
- e-mail; or
- letter.

You will need to tell us:

- your full name;
- your address;
- your date of birth; and
- any reference number that we have given you if you have contacted us before.

How to contact us

By phone

0114 273 7331

When you phone, you will be put through to our main switchboard. You should ask to speak to a member of the CRT.

Our phone lines are open from 9am to 5pm, Monday to Friday.

By e-mail

customer.relations.pensions@capita.co.uk

By letter

Customer Relations Team
Capita
Hartshead House
2 Cutlers Gate
Sheffield S4 7TL

How we will handle your complaint

When we receive your complaint we may contact you for more information to help us to fully understand your problem. If it is convenient for you, we would phone you.

Our CRT is separate from our operations team who deal with your day-to-day questions. If you have a complaint, it is very rare that a member of staff from our CRT will have been involved in it. This means that they can work with our operational teams to look at your complaint and sort it out fairly.

When we contact you we will give you a direct phone number for a member of our CRT. This will be the same person who helped you when you first contacted the CRT to complain. They will continue to help you with your problem until we solve it.

Keeping you informed

We will deal with your complaint as quickly as possible. If we cannot give our full response straight away, we will write to you within five working days to tell you why and what we have done so far. If we have not given you a full response within the next 10 working days, we will contact you again to explain why we have not been able to respond to your complaint yet. We will then keep you up to date on a regular basis until we can give you our full response. We aim to tell you our decision no later than eight weeks after we receive your complaint.

If you are not happy with how we have handled your complaint

We want to provide an answer to your complaint that you are happy with. If you still think there is a problem after we have finished our investigation, there are other options available to you.

All company pension schemes have an 'internal dispute resolution procedure' (IDRP), where you can tell the scheme trustees your concerns. You can find details of how this process works in your scheme booklet or handbook. If you would like details of this process, please let us know (see the previous page for contact details).

If your complaint relates to something that the Financial Services Authority (FSA) regulate, you can take your complaint to the Financial Ombudsman Service (FOS). You will know if your complaint relates to something the FSA regulate because we will tell you when we write to you initially. When we give you our full response, we will explain your rights.

You can write to the FOS at the address below if you think our response to your complaint is unfair.

Financial Ombudsman Service
South Quay Plaza 183 Marsh Wall
London E14 9SR

Phone

0800 023 4567 or
0300 123 9 123

E-mail

complaint.info@financial-ombudsman.org.uk

Website

www.financial-ombudsman.org.uk

The Pensions Advisory Service (TPAS)

If you have any questions you can contact The Pensions Advisory Service (TPAS). TPAS run a pensions helpline service where pensions professionals give information and advice. The service is free of charge. Their telephone lines are open from 9am to 5pm, Monday to Friday.

Phone: 0845 601 2923

You can also write to them at:

TPAS
11 Belgrave Road
London SW1V 1RB

Fax: 0207 592 7000

E-mail: enquiries@pensionsadvisoryservice.org.uk

Website: www.pensionsadvisoryservice.org.uk

The Pensions Ombudsman

If you are not happy with the outcome of your complaint or problem after you have used your company pension scheme's IDRP and have spoken to TPAS, you can ask the Pensions Ombudsman to look at your complaint.

You must complain to the Pensions Ombudsman using an official complaints form. You can get one from TPAS (see above for contact details).



To find out more, please contact
your Capita consultant or visit
www.capita.co.uk/employeebenefits



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Employee benefits

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