



Complaint Request Form

Deadline for reply: (input 10 working days from date of request)

Case handler

Email

Date of Request

Response Required by

We are currently investigating a [complaint/IDR Stage 1 appeal/IDR Stage 2 appeal] for one of your [current/former] employees about their pension and require some information from you.

You must respond within ten working days from the date of this request.

Action for you to take by the deadline:

- complete Section 2 (on page 3) of this form and return it to the case handler detailed above; and
- provide all of the evidence requested in Section 1 (on page 2).

If you cannot provide the requested information by the deadline, please contact the case handler as soon as possible to avoid further escalations.

You can find guidance on missing information in the complaints section of the Employer Pension Guide.

Section 1: The complaint

Member name

Employer/agency

National Insurance number

Staff number

Date of Birth

Case handler's contact details

Name

Contact number

Email

Summary of the member's complaint

Case handler to summarise the member's complaint

The information being requested

Documents and data

Case handler to list the documents and data being requested

Questions

Case handler to ask for employer's comments on any specific aspect of the members complaint if applicable

Section 2: Employer response

Date

Name

Role

Contact number

Email

The information being supplied

Please list which of the documents and data requested in Section 1 you have provided

Please provide your view on the complaint that has been made by the member, and if you believe that anything has gone wrong that needs to be put right.

Please list any documents (requested in Section 1) that you have not been able to locate, and details of what you have done to obtain each one.