

# 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** |  |
| **NINO** |  |
| **Staff number** |  |
| **Date of birth** |  |

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| --- |
| **Case handler’s contact details** |
| **Name** |  |
| **Contact number** |  |
| **Email** |  |

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| **Summary of the member’s complaint** |
| \* Case handler to summarise the member’s complaint |

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| **The information being requested** |
| Documents and data |
| \*Case handler to list the documents and data being requested |
| Questions |
| \*Case handler to ask for employers comments on any specific aspect of the members complaint if applicable  |

**Section 2: employer response**

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| --- | --- |
| **Date**  |       |
| **Name** |  |
| **Role** |  |
| **Contact number** |       |
| **Email** |  |

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| **The information being supplied** |
| Please list which of the documents and data requested in Section 1 you have provided.  |
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| 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.  |
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| 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.  |
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