

## The BSS Group Pension Scheme (“the Scheme”)

### Internal Dispute Resolution procedure

The Trustee endeavours at all times to administer the BSS Group Pension Scheme (“the Scheme”) so that members do not have cause for complaint. However, if a problem does occur and you have been unable to resolve it with the Scheme Administrators, you may then wish to use the Scheme’s formal complaints procedure. Accordingly, if you have a dispute you may make an application for a decision to the Trustee of the Scheme at the following address:

The Trustee of the BSS Group Pension Scheme  
c/o Ross Trustees Services Limited  
4<sup>th</sup> Floor, Cannon Place  
78 Cannon Street  
London  
EC4N 6HL

#### Step 1 – Relevant Disagreements

The Internal Dispute Resolution Procedure applies only to complaints or disagreements brought against the Trustee or Administrators by any person who is:

- (a) An active member, deferred member, pensioner or pension credit member of the scheme;
- (b) A widow, widower, surviving civil partner, surviving partner of a same-sex marriage, or surviving dependant of a deceased member;
- (c) A surviving non-dependant beneficiary of a member;
- (d) Any person who has been in one of the above categories in the six months before the complaint is made; or
- (e) You believe that you are one of the above categories of person and your dispute is about that fact.

**N.B.** The Internal Dispute Resolution Procedure does not apply to disagreements:

- Between Scheme members and employers;
- Where proceedings have already been started in any Court or Tribunal; or
- If the Pensions Ombudsman is already investigating.

#### Time limit for making an application

Any application must be made before the end of a specified reasonable period. These periods are:

- For persons who are in category (e) above (or believe that they are and that is the dispute) then they must make an application within six months of ceasing to be in categories (a) to (d).
- For all other disputes the time limit for an application is three years from the date of the act or omission that is the subject of the dispute.

The Trustee has the power to extend the time limit where that is appropriate and reasonable.

## Representatives

- You can make a complaint either yourself or through a representative, e.g. your spouse or a nominated friend.
- If an applicant is a minor (under 18 years) or is incapable of acting for themselves then an application may also be made (or continued) on their behalf by a member of their family or some other suitable person to represent them.
- Following the death of an applicant, an application can be made (or continued) by their legal personal representatives.

## How to Apply?

If you do have an unresolved complaint, you (or your representative if applicable) should fill in the attached Complaint Form and send it to the address shown at the bottom of the Complaint Form; this will be provided to the person who has been appointed by the Trustee to act as the complaints officer.

Once you have made your written complaint to the complaints officer, you will normally receive an acknowledgement within ten working dates of receipt. The complaints officer will formally respond to you (and your representative if applicable) within four months of receiving your submission, providing a written answer to your complaint and showing how the decision was arrived at. Details of the information that the complaints officer is required to provide within that decision are set out below.

## Step 2 – Decision

The Trustee must make a decision within a reasonable period of receiving your application. The Trustee may ask for further evidence and information from you so that they can take all relevant factors into account.

Once the Trustee has all the relevant information and evidence they will make their decision. In all but exceptional cases this will be within four calendar months. The Trustee will then respond in writing within a reasonable period of their decision being reached. This will be as soon as practicable and in all but exceptional cases will be within 15 working days.

If it is not possible for a decision to be reached within this time period, an interim reply will be sent setting out the reason(s) for the delay and an expected date for issuing the decision.

In giving their response, the Trustee will state:

- what their decision is; and
- the legislation and/or scheme rules which have been relied upon in reaching a decision.

## Appealing the Decision

You have the right to refer your complaint to The Pensions Ombudsman free of charge. The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes. Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened – or, if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended. The Pensions Ombudsman can be contacted at:

The Office of the Pensions Ombudsman  
10 South Colonnade,  
Canary Wharf  
London,  
E14 4PU

Tel: 0800 917 4487

Email: [enquiries@pensions-ombudsman.org.net](mailto:enquiries@pensions-ombudsman.org.net)

Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

You can also submit a complaint form online:

<https://www.pensions-ombudsman.org.uk/submit-complaint>

## Seeking Assistance

If you have general requests for information or guidance concerning your pension arrangements contact:

### MoneyHelper

Tel: 0800 011 3797

Webchat: <https://www.moneyhelper.org.uk/PensionsChat/>

Online enquiry form: <https://www.moneyhelper.org.uk/en/contact-us/pensions-guidance/pensions-guidance-enquiry-form>

Website: [Pensions and retirement | Help with pensions and retirement | MoneyHelper](#)

Please note that they are unable to deal with incoming postal enquiries or send replies by post. A postal contact address is therefore not supplied.

## December 2024

## BSS Group Pension Scheme

### Internal dispute resolution procedure

#### Application form for a decision by the trustee

This form is to be completed by persons who wish to make a formal complaint against the Trustee of the Scheme.

This form must be completed by either you or your representative.

Submission of this application form commences the process intended to resolve your dispute. Your application form will be considered by the Trustee who will respond with their decision within four calendar months and fifteen working days from the date on which your application is received.

Alternatively, if it is not possible to respond within the time the Trustee will inform you explaining the reason for the delay and the date on which the decision may be expected.

Please complete this application form (BLOCK CAPITALS ONLY) and return to the address shown at the end of this form.

#### Section A – to be completed by all applicants

Full name	
Address	
Date of Birth	
National Insurance No	
Category of Applicant <sup>1</sup>	
Member/Policy reference (if known or applicable)	

<sup>1</sup> See step 1 of the policy for details of who can raise a dispute under this policy.

## Section B

**To be completed only if you are one of the following persons:**

- (f) a widow of a deceased member;
- (g) a widower of a deceased member;
- (h) a surviving dependant, civil partner, surviving partner of a same-sex marriage or ex-spouse of a deceased member;
- (i) pension credit member
- (j) surviving non-dependent beneficiary of a member.
- (k) a person claiming to be one of the above

Your relationship to the deceased member	
Full name of deceased member	
Date of Birth of deceased member	
Last address of the deceased member	
National Insurance no of the deceased member	
Member / Policy number of the deceased member (if known)	

## Section c

**To be completed only if you have a representative acting on your behalf**

Full name of representative	
Address	

Is this address to be used for service of documents in relation to this procedure: Yes  No

Written evidence of the representative's authority to act on behalf of the member must be provided and be acceptable to the Trustee. If the member is unable to sign a letter of authority, evidence that the representative can act on their behalf (for example a power of attorney document) will be required.

