

Employer complaints and disputes procedure

If you are an Employer and have a problem or complaint in connection with your pension scheme operated by TPT Retirement Solutions, we would ask that you initially speak to your regular contact so that we can look to resolve the matter with you.

If we are unable to resolve your issue you will need to write to the Client Relations Associate Director at TPT providing details of your complaint:

Fran Marsden, Client Relations Associate Director
TPT Retirement Solutions
Verity House
6 Canal Wharf
Leeds, LS11 5BQ

Email: Fran.Marsden@tpt.org.uk

If you feel that the Client Relations Associate Director has not resolved your problem and you remain dissatisfied, you may follow our formal two-stage complaints procedure.

Stage 1 | Formal Resolution

You can write (making sure your correspondence is headed 'Formal Verity Trustees Complaint') to:

Stephen Maynard, General Counsel
TPT Retirement Solutions
Verity House
6 Canal Wharf
Leeds, LS11 5BQ

Email: Stephen.Maynard@tpt.org.uk

Please provide your name, employer number and as much detail about the reason for your complaint as possible. A decision should be given to you within two months.

Stage 2 | Appeal

If you remain unhappy with the formal resolution of your complaint, you have the right to appeal within six months to the Trustee. An appeal must be made in writing and must state the reasons for being dissatisfied with the previous decision. A decision from the Trustee should be given within two months of receipt of your appeal.