

We value your views

Good or ~~Bad~~

Please help us to improve
our service



Lancashire Pensions Services

THE BEST FOR LANCASHIRE AND BEYOND

When you complain, we will respond

If you complain, we promise to:

- treat all complaints fairly;
- acknowledge receipt within 2 working days;
- respond to you fully within 15 working days if we are unable to resolve the complaint within the 2 working days; and
- aim to resolve or explain any problems we hear about.

We recognise that most people when they complain want:

- a fast initial response and a speedy resolution; and
- acknowledgement that their complaint is valid and that something has been done.

We aim to meet these requirements and to:

- learn from every complaint;
- put right any faults in our process;
- train our staff on the issues; and deal with the issues involved.

When you complain, please help by being clear about why you are not satisfied.

Tell us what you think went wrong. Was it:

- the decision made
- a failure in service delivery, or
- the way you were treated?

Please keep a record of all events.

The customer

Face-to-face Letter Email Telephone

Deputy Pensions Manager
Complaint logged and sent for investigation.

Complaint acknowledged within 2 days.

Results of investigation returned to Deputy Pensions Manager.

Full response to complaint within 15 days.

Resolved ✓

Unresolved ✗

Contact
Head of Pensions & Payments

- Make a note of who you speak to, when and what is said.
- If you write, keep a copy of your letter and any replies you receive.

Happy with our service?

We'd also like to hear from you if you are satisfied with the service you have received from us.

Please send to:
Head of Pensions & Payments
Lancashire Pensions Services
PO Box 100
County Hall
Preston
PR1 0LD

Your compliment:



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Please continue on a separate sheet and attach it to this one.

Your name:

Your address:

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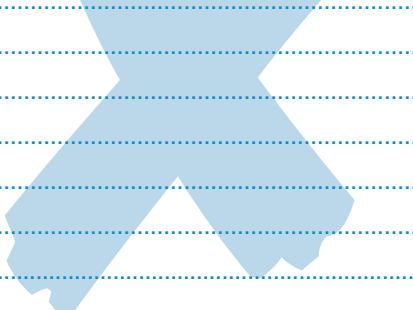
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Contact tel:

The complaint

Please send to:
Head of Pensions & Payments
Lancashire Pensions Services
PO Box 100
County Hall
Preston
PR1 0LD

Your complaint:



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Contact tel:

Contact us

Head of Pensions & Payments
Lancashire Pensions Services
PO Box 100
County Hall
Preston
PR1 0LD

Pensions Services Helpdesk

01772 530530

Pensions.Helpdesk@lancashire.gov.uk

