

Amey OS Pension Scheme Internal Dispute Resolution Procedure

Introduction

The Pensions Act 1995 requires all pension schemes to establish a formal procedure for handling all member disputes. Whilst questions and disagreements regarding the pension scheme can usually be settled informally, a formal procedure is in place should you not reach the outcome you desired. The Trustee sincerely hopes that you will never have cause to complain.

If a member or beneficiary has any queries relating to their benefit under the Scheme they should first contact the Secretary to the Trustee, at ZEDRA Governance Limited, Merlin House, Brunel Road, Theale, Reading RG7 4AB or zgl.admin.com. If the complaint relates to a matter between the Employer and the Complainant, which does not involve the administration of the Scheme or matters falling within the control of the Trustee, the Secretary to the Trustee will instruct the Complainant to refer it to the Employer for resolution.

If you are complaining because you believe that there has been an infringement of data protection law in respect of your personal data, the Trustee has a separate complaints procedure (the personal data complaints procedure). If you wish to see a copy of this, please let the Trustee know.

If you complain under this procedure and the Trustee believes that part or all of your complaint relates to an infringement of data protection law in respect of your personal data, the Trustee will deal with that part of your complaint under the personal data complaints procedure. The Trustee shall tell you promptly if the Trustee is going to do that.

The Trustee has agreed that the following Dispute Resolution Procedure will be adopted if the dispute has not been resolved by contacting the Secretary to the Trustee.

Persons to whom this procedure applies

You can make a complaint at any time if you are:

- currently a member of the Scheme or will be able to join the Scheme in the future;
- currently receiving a pension from the Scheme
- a widow, widower or dependant of a member who has died;
- or expecting to receive a pension or benefit from the Scheme

If you wish to make a complaint after the date that you have ceased to be entitled to benefits under the Scheme (because, for example, you have taken a transfer payment), you should do so within 6 months of that date. You can pursue your complaint yourself or appoint a representative to follow this procedure on your behalf.

If you are responsible for a child or other person who cannot represent themselves you can make a complaint on their behalf.

It is important to note that the Pensions Ombudsman may be available to assist with your query if you remain unhappy at the end of the process (see below).

How the procedure works

The procedure has a single stage. You (or your representative) should try to resolve your problem by writing to: -

The Trustee of the Amey OS Pension Scheme
ZEDRA Governance Limited
Merlin House
Brunel Road
Theale
Reading
Berkshire
RG7 4AB

Your submission must include:

- Your full name, address, date of birth and National Insurance number.
- If you are not a member, your relationship with the Scheme member and their details as above.
- The full name, address and profession (if any) of any representative acting on behalf of the member.
- The facts of the case.
- A signature by or on behalf of the complainant.

You will receive a full reply within four months, to include:

- An explanation of the decision;
- A reference to any relevant Scheme Rules, Deed or legislation;
- If a full reply is not possible within four months, you will receive an interim reply stating the reasons for any delay and providing you with a date by when a full reply will be provided; and

If you remain unhappy

If you are not satisfied with your response then you may refer your complaint to the Pensions Ombudsman Adjudication Service or Dispute Resolution Service free of charge. The Pensions Ombudsman Adjudication Service deals with complaints and disputes which concern the administration and/or management of occupational pension schemes.

The Pensions Ombudsman can be contacted at:

10 South Colonnade
Canary Wharf
London
E14 4PU

Tel: 0800 917 4487

Email: enquiries@pensions-ombudsman.org.uk

Website: www.pensions-ombudsman.org.uk

The Pensions Ombudsman is an independent, Government-sponsored organisation set up by law to investigate complaints about pension administration. It has been established to provide free and confidential advice to members who have a dispute with the trustees or advisers to a pension scheme.

Guidance - The Pensions Ombudsman

If you need help raising your concerns, or want to discuss a potential complaint, you can contact the Pension Ombudsman at any stage during the process. The Ombudsman operates a team of volunteer advisers who can offer impartial support to individuals prior to, or during, the complaints process, depending on the circumstances of the complaint.

General Guidance on Pensions

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

Money and Pensions Service
Borough Hall
Cauldwell Street
Bedford
MK42 9AP
Tel 01159 659570
Website: www.moneyandpensionsservice.org.uk/

For and behalf of The Trustee of the Amey OS Pension Scheme

June 2026