

## Disputes Resolution Procedure

From time to time problems or misunderstandings may arise in connection with membership of, or benefits under, The Pearson Pension Plan (the Plan). To ensure that members have a means to discuss those problems or misunderstandings

and have them resolved, Pearson and Pearson Pension Trustee Limited (the Trustee) have set up an internal procedure for members to follow with effect from 1 September 2017. This should not preclude any informal discussions you may wish to hold with local management or with the pensions team.

This procedure applies to:

- active, deferred and pensioner members
- the dependants of all members
- prospective members
- anyone who has been in any of the above categories in the six months before making an application under the procedure

The procedure is not available if:

- any proceedings have already begun, or
- the Pensions Ombudsman has started an investigation into a complaint made or a dispute referred to him.

You may ask someone else not necessarily connected with the Plan to represent you.

### Preliminary stage

If you have a problem relating to the Plan you should, at the earliest opportunity, contact the pensions team by email:

[pensions.helpline@pearson.com](mailto:pensions.helpline@pearson.com)

or Freephone: **0800 7811378**

If the initial discussion does not resolve the issue, the pensions team will fully investigate your complaint and provide a written response to you.

If the dispute is one with your employer, you may apply in writing to your local management for a further review which will be dealt with in accordance with your employment grievance procedures.

If, following receipt of the response from the pensions team, you wish to take your complaint further, then the formal procedure outlined on page 2 will apply.

### Internal procedure

You should contact the Trustee setting out your complaint by:

- email: [pensions.helpline@pearson.com](mailto:pensions.helpline@pearson.com)
- writing to: The Pearson Pension Plan, PO Box 9519, Sherborne, DT9 9EN

Please note that although your complaint should be emailed to the pensions team, it will be passed to the Trustee for consideration.

Please provide:

- Your full name, address, date of birth and National Insurance number.
- A statement as to the nature of your disagreement, with details showing why you feel aggrieved, along with any supporting documents.
- If you are the dependant of a member who has died, your relationship to the member and the member's full name, address, date of birth and National Insurance number.
- If you are being represented, your, representative's full name, address and profession.



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The letter should state whether you would like correspondence about the matter to be sent to your address or your representative's address, and the letter must be signed by you or your representative.

The Trustee will consider your complaint and will write to you telling you of its decision within two months. If a response cannot be sent within two months, you will be given an explanation for the delay and an expected date for the Trustee's decision.

### External resolution

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 10 South Colonnade, Canary Wharf, E14 4PU.

Tel: **0800 917 4487**

Email: **[enquiries@pensionsombudsman.org.uk](mailto:enquiries@pensionsombudsman.org.uk)**

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

You can also submit a complaint form online:

**[www.pensions-ombudsman.org.uk/making-complaint](http://www.pensions-ombudsman.org.uk/making-complaint)**

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

MoneyHelper

Holborn Centre, 120 Holborn, London EC1N 2TD

Website: **[www.moneyhelper.org.uk/en/pensions-and-retirement](http://www.moneyhelper.org.uk/en/pensions-and-retirement)**

### Group disputes

It is possible that from time to time a problem may arise that affects a number of members in the same way. In such an event Pearson and the Trustee would initially seek to resolve the matter internally by using the steps outlined above, suitably adapted as necessary.

If the internal procedure fails, it is likely, because the services of The Pensions Ombudsman are not available in group disputes, that Pearson and/or the Trustee would then seek to employ an external alternative dispute procedure of the type offered by the Centre for Dispute Resolution (CEDR).

### Future changes

The above procedure complies with the Pensions Act 2004. The Trustee reserves the right to make alterations to reflect experience and changes of circumstance or law.



Pearson