

## Isle of Man Local Government Superannuation Scheme

### Complaint Procedure

A complaint received by Capita Hartshead will be treated in the following manner: -

- A complaint may be made to Capita Hartshead using all forms of media (e.g. letter, facsimile, telephone call or email).

Contact details:-

CAPITA Hartshead  
Hartshead House  
2 Cutlers Gate  
Sheffield  
S4 7TL

Telephone Number: (01624) 672730 local rate call from Isle of Man

Fax Number: 0114 2414107

E-mail: [iomenq@capita.co.uk](mailto:iomenq@capita.co.uk)

- Upon receipt Capita Hartshead will log the complaint and make every effort to ensure that a full response is issued immediately. A copy of the complaint will be supplied to the Borough Treasurer at Douglas together with the name of the person at CAPITA dealing with it.
- An acknowledgement is sent within 24 hours of receipt. Where further investigation is required to make a full response, the acknowledgement will indicate the approximate response period (no longer than 10 working days unless in exceptional circumstances).
- Where appropriate, further investigation is undertaken and a full response is made, usually no longer than 10 working days following receipt of the complaint unless in exceptional circumstances. A copy of the response will be supplied to the Borough Treasurer at Douglas.
- All complaints are reported to the Pensions Committee of Douglas Borough Council in respect of the Isle of Man Local Government Pension Scheme on a quarterly basis.