



# NEST Corporation complaints procedure

NEST Corporation is committed to dealing with any concerns you have about us as a Public Corporation as quickly as possible. This complaints procedure concerns NEST Corporation, acting in its capacity as a Public Corporation<sup>1</sup>. There's a separate complaints procedure relating to NEST Corporation as the Trustee of a pension scheme in how it administers employers' and members' accounts. If you want to raise an issue about the administration of the NEST Scheme or the management of your account the procedure that you can use is available at:

[nestpensions.org.uk/schemeweb/NestWeb/public/support/contents/complaints.html](https://nestpensions.org.uk/schemeweb/NestWeb/public/support/contents/complaints.html)

If you have a complaint about NEST Corporation and how it operates as a Public Corporation and you have not been able to deal with this informally we have a formal complaints procedure which is set out below.

## How we will deal with your complaint

We will always take seriously any dissatisfaction you have about how NEST Corporation has operated or operates as a Public Corporation.

If you decide you wish to make a formal complaint (the scope of which is set out below), please submit your complaint in writing to the Secretariat Team. Please list your main areas of concern and include all information relevant to your complaint. Contact details are as follows:

Secretariat Team  
NEST  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU

[secretariat@nestcorporation.org.uk](mailto:secretariat@nestcorporation.org.uk)

## What is a formal complaint about NEST Corporation?

A formal complaint about NEST Corporation is one that is directed at how NEST Corporation has operated or operates as a Public Corporation rather than about how it has administered or administers the NEST Scheme, including the administration of the of employers' and members' accounts. Complaints about the administration of the NEST Scheme are dealt with under the NEST Scheme complaints procedure which can be found at:

[nestpensions.org.uk/schemeweb/NestWeb/public/support/contents/complaints.html](https://nestpensions.org.uk/schemeweb/NestWeb/public/support/contents/complaints.html)

The NEST Corporation complaints procedure can deal with any complaint about the way in which we have carried out, or failed to carry out our role as a Public Corporation. This includes complaints about mistakes or lack of care, unreasonable delay, unprofessional behaviour, bias or lack of integrity by NEST Corporation and its staff in relation to its role as a Public Corporation.

## Information we need from you

To resolve your complaint we need you to include:

- › your title and full name
- › your contact details including a phone number, full postal address and if possible an email address
- › details of your complaint and any evidence you may wish to provide.

<sup>1</sup> NEST Corporation is a Public Corporation accountable to Parliament through the Department for Work and Pensions but is generally independent of government in its day-to-day decisions.

## Dealing with your complaint

NEST Corporation operates a two-stage internal formal complaints process for complaints about the NEST Corporation as a Public Corporation.

### Stage 1

If you decide to make a complaint about NEST Corporation in its capacity as a Public Corporation it will be investigated by the Secretariat Team. The Secretariat Team will acknowledge receipt of your complaint within five working days of receipt. We then review all the information available and consider your complaint in a fair and impartial manner. This will include looking at:

- whether staff have taken the right actions procedurally
- whether staff have been courteous and fair
- whether there has been any unreasonable delay or withholding of information.

Following this, the Secretariat Team will write to inform you of our findings within 20 working days. If this isn't possible and we need to investigate the issues you've raised further, we'll write to you to explain why and let you know when you can expect a reply in full.

If appropriate, the response will provide you with an explanation of what went wrong and if necessary, an indication of what steps have been or will be taken to put matters right. It will also include whether your complaint is upheld or not. If the complaint isn't upheld the response will explain why.

### Stage 2

If you're not satisfied with the response you receive, please write to the Secretariat Team within one month, requesting a review. This will be carried out by a member of the Executive Team. In asking for a further review you will need to set out why you are still dissatisfied. The Executive Team member will acknowledge receipt of your stage 2 complaint within five working days and will aim to respond within 20 working days. Their response will be further reviewed and approved by NEST's Chief Executive Officer. If we are unable to respond within 20 working days the Executive Team member will write to you to explain why, and let you know when you can expect to receive a response.

## Parliamentary Ombudsman

The Parliamentary Ombudsman can also investigate complaints against NEST Corporation in its capacity as a Public Corporation. Normally the Ombudsman will only accept a case if our internal corporation complaints procedure has been exhausted. Corporation complaints can be referred to the Ombudsman by writing to your MP.

## Plain English

Wherever possible we will use plain English in all our replies but must also make sure that our descriptions are accurate.

## Data Protection Act

NEST Corporation takes your privacy very seriously. If you want to know more about how we handle your data and your rights, please see the relevant Privacy Information Notice linked to our Privacy Policy:

[nestpensions.org.uk/schemeweb/nest/nestcorporation/privacy-policy.html](https://nestpensions.org.uk/schemeweb/nest/nestcorporation/privacy-policy.html)

Date effective from: August 2018

Review date: August 2019