Name Surname

Job title

Company Name

Address or email address

**Template letter 2 – complaint to PCSE**

**Email:** [**pcse.complaints@nhs.net**](mailto:pcse.complaints@nhs.net)   
 *PCSE require you to provide an email address or postal address so they can reply to your complaint*

*Please include any other relevant correspondence and case reference numbers to your complaint (start with CAS however may change to COM) or copies of any supporting documentation.*

Dear PCSE,

Having reviewed my NHS Pension Scheme records provided to me by NHS Pensions on INSERT DATE, the following years are not up to date: LIST YEARS. As the McCloud rollback approaches, I need my pension records to be accurate and up to date in order to make an informed decision.

I have checked my records and for the missing years I have / have not completed the relevant Type 1 and / or Type 2 form. I submitted the relevant forms on INSERT DATES.

For the years where I had not submitted relevant forms, I have now submitted these via the PCSE portal on INSERT DATE and my case reference number is / are XXXXX

(For those who had already submitted all their forms) I am extremely disappointed that PCSE has not updated my pension records in a timely manner and this leaves me with no choice but to formally log a complaint, on the advice of the BMA’s Pensions Committee.

I understand that complaints need to be resolved within 40 calendar days, which will be INSERT DATE. If by this date, I have not received a response I will be escalating my complaint to NHS England.

Kind Regards

Signatory

Job title