

# Complaint Procedure

## What is a complaint?

A complaint is an expression of dissatisfaction by a client who is not happy with a service provided or offered by Maldives Pension Administration Office (Pension Office).

## Complaint submission

Complaints to Pension Office can be submitted in any one of the following ways.

- By Phone
- In person
- In writing
- Through Pension Office website
- Complaint form

## Exceptions

Complaints that involve exchange of confidential data or information needs to be submitted through 'Complaint form' with supporting documents.

- Bank Account Numbers of Clients
- RSA Balance of Members of Retirement Pension Scheme
- Pensionable wage of Members of Retirement Pension Scheme
- Amount Paid to a Pensioner as Pension
- Any other information that may cause any damage to a client.

## Complaint Resolution

Pension Office will aim to acknowledge and resolve all complaints within 3 working days. In such a case where Pension Office is unable to resolve a complaint within 3 working days, Pension Office will contact the complainant and provide information on the progress made and where appropriate, share the result of any investigation and offer guidance on the proposed resolution.

## **Closing a complaint**

Complaints will be closed when one of the following conditions is met:

- Complainant withdraws the complaint
- Issue resolved to the satisfaction of the Complainant or the Complainant agrees closure of the complaint
- Pension Office has completed all stages of its internal complaint procedure, considers the complaint as resolved and has informed the client accordingly
- Complainant is unreachable after raising the issue.
- Litigation has begun