

Our Complaints Process

How to Make a complaint

We hope that you will be happy with our processes and report, but if anything does go wrong or you have any feedback then please let us know.

We are normally instructed via a solicitor, which means that they rather than the divorcing party are our client. We would normally expect to receive any feedback via our clients, but we will follow our normal complaints process if we receive feedback directly from a divorcing party who is represented by a solicitor.

You can raise a complaint or any feedback by telephone (0345 838 2551), email admin@eps-actuaries.com or post (Office 8, Arun Business Centre, Ferry Road, Littlehampton, BN17 5DS).

How we will deal with your complaint/feedback

We will investigate your complaint in order to understand exactly what has gone wrong. We will include both actuaries who worked on your report in this investigation as well as our admin team. Our office manager will collate the information and make sure they understand what your complaint relates to, what we did wrong and how we can put things right.

Once we have investigated your complaint, we will let you know what the result of this investigation is and what we propose to do.

We will not close a complaint until we have taken the action we proposed as a result of the investigation.

Who we will communicate with

As we are normally acting as a single joint expert, we will need to keep the other party fully informed of any communications we have with you. We will therefore immediately let them know that we have received correspondence from you. Before sharing any letter or email with the other party we will ask for your permission to do so.

Where we are instructed via a solicitor, and we receive correspondence directly from the divorcing party we will inform the solicitor that we have received correspondence and share this correspondence with them once we have permission from the complainant.

Before we can respond to your complaint, we will need permission to share details of the issue with both your solicitor (where relevant) and the other party.

Where you are represented by a solicitor we will normally correspond with them rather than you, even if you raise the issue. We are however normally able to copy you in on all correspondence regarding an issue you have raised.

Reviewing Complaints

All complaints, comments and feedback are logged. The Board of EPS regularly reviews all complaints, to see if any lessons need to be learned and/or any of our procedures need to be amended or adapted.



Expert Pension Solutions Ltd

Pensions on divorce experts

If you are not satisfied with our response

All of our directors and actuaries are members of the Institute and Faculty of Actuaries. If you are unhappy with our response and would like to make a complaint about the professional misconduct of one or more of our actuaries, then you can do so through the [IFoA Complaints and Disciplinary process](#)