



## Sky Pension Plan Guide to the Internal Dispute Resolution Procedure

If you have cause to complain about your treatment under the Sky Pension Plan ('the Plan') please first raise it informally with the Pensions Manager at Sky. Everything possible will be done to resolve the matter. If, however, your complaint cannot be resolved informally, you may be able to use our formal internal dispute resolution procedure which has been set up to deal with any disputes with the Trustee.

### Am I entitled to use the procedure?

You may use the procedure if you are:

- a member of the Plan (whether you are an active member or someone with deferred benefits held under the Plan);
- an employee who will be eligible to join the Plan in future (i.e. a prospective member);
- the widow, widower, surviving registered civil partner or dependant of a deceased member;
- someone who, on the death of a member, is entitled to benefits from the Plan;
- someone who was in such a category within the last six months; or
- someone who thinks they should be in one of the above categories.

### What disputes are covered by the procedure?

The Trustee is charged with the responsibility of running the Plan and your dispute must relate to a matter for which they are responsible. You cannot use the procedure to resolve a dispute with your employer. Neither can you use the procedure in relation to any dispute where the resolution has already been started in a court or industrial tribunal or is being formally investigated by another Ombudsman.

### Who do I apply to?

The Pensions Manager at Sky has been appointed by the Plan's Trustee as the contact to whom your complaint should be submitted. On receipt, the Pensions Manager will then consider your complaint, undertake any necessary investigations, liaise with the Trustee and then respond to you formally on their behalf.

In the interests of addressing your complaint as quickly as possible, our preference is for you to relay your complaint to the Trustee of the Plan via email to: [PensionQueries@sky.uk](mailto:PensionQueries@sky.uk).

However, if you would prefer to relay your complaint by post, please send this (preferably by recorded delivery) to:

The Trustee of the Sky Pension Plan  
% The Pensions Manager  
Sky UK Limited  
Grant Way  
Isleworth  
Middlesex TW7 5QD

You will normally receive an acknowledgement of receipt of your complaint from the Pensions Manager within fifteen working days.



#### Sky Pension Plan

% Sky UK Limited, Grant Way, Isleworth, Middlesex TW7 5QD  
Pension Scheme Registry Number 10180641

## How do I use the procedure?

Your complaint must be put in writing to the Pensions Manager and must include certain information. A form ('IDRP Application Form') is attached but, if you wish to give these details in some other form, you may do so.

The information required is set out in the following paragraphs:

- If you are an active or deferred member (or a prospective member), you must give your full name, address, date of birth and your national insurance number. You must also provide details of the matter of dispute and why you are aggrieved.
- If you are the widow, widower, surviving registered civil partner or a surviving dependant of a deceased member, you must give your full name, address and date of birth together with the deceased member's full name, address, date of birth and national insurance number and details of your relationship to the deceased member. Again, you must provide details of the matter of dispute and why you are aggrieved.
- If you are a person who, on the death of a member, is entitled to benefits under the Plan, you must give the same details as above in relation to yourself and the member of the Plan.

## Can I nominate a representative to apply on my behalf?

If you prefer, you can choose someone such as a friend, relative, trade union representative or lawyer to make or continue your application on your behalf. Ideally, a letter of authorisation for the representative to act should be signed by you and forwarded with your application.

Where an application is being made on your behalf, your representative must give all the information as before plus the representative's own full name and address and state whether their address is to be used for sending correspondence/documents about your dispute.

Your application must be signed by you or on your behalf before it is submitted.

It is essential that your application is properly completed - an incomplete application will be returned.

## Can anyone else help?

Money Helper (formerly 'The Pensions Advisory Service' or 'TPAS') is available at any time to assist members and beneficiaries by providing pension information and guidance.

Money Helper can be contacted at:

120 Holborn  
London  
EC1N 2TD

[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk) (click on the 'Pensions & Retirement' tab)

Tel: 0800 011 3797 or Webchat via the website

If you need help raising your concerns, including making a complaint under this procedure, or just to discuss a potential complaint, you can use The Pensions Ombudsman's helpline service. Where the problem is complex, you may be directed to the Early Resolution Team who can go into more detail. Using this service will not affect your right to apply to the Ombudsman for formal adjudication free of charge if you later choose to do so after you have been through the formal internal dispute resolution procedure.

The Pensions Ombudsman can be contacted at:

The Pensions Ombudsman  
10 South Colonnade

Canary Wharf, London E14 4PU

E-mail: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)

### **How will I be notified of a decision?**

The Pensions Manager will usually inform you of the Trustee's decision in writing (via email if you provide this with your application) within two months of receiving your written application. If a decision cannot be reached within two months, you will be told immediately the reasons for the delay and when you can expect the decision.

### **What will the decision say?**

When conveying the Trustee's decision in writing, the Pensions Manager will refer to any legislation and any provisions in the Plan rules which they relied upon in reaching their decision; they will also tell you what you can do if you are still not satisfied. The decision will be sent to you at the address given on your application or will be relayed to you via email (if you provide an email address with your application). If applicable, the decision will also be sent to any person acting on your behalf.

### **What if I am not satisfied with the Trustee's decision?**

At the end of this procedure, if you are not satisfied with the decision reached by the Trustee, you can formally refer your dispute to The Pensions Ombudsman for adjudication free of charge.

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes. The Pensions Ombudsman may investigate and determine any complaint or dispute of fact or law, in relation to a pension scheme, made or referred in accordance with the Pensions Act 1995.

Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about took place – or, if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for these time limits to be extended.

The Pensions Ombudsman can be contacted using the details set out above.

### **What if I die before my dispute is resolved or I become incapable of acting for myself?**

If you die before your dispute is resolved, your legal personal representative(s) can continue with your application.

If you become incapable of acting for yourself, or are a minor, your application may be made or continued by a suitable person (e.g. a member of your family).

### **Data protection**

The Trustee holds personal information about members and beneficiaries under the Plan ('personal data') and is regarded as a Data Controller for data protection purposes. The Trustee will use the personal data for the purposes of administering the Plan efficiently and for the purposes of calculation and settlement of benefits as and when due and to determine contribution levels. The Trustee is required to look after personal data in accordance with legal requirements. This means that the Trustee is responsible for deciding what personal data needs to be processed and the way in which that information is processed.

Whether or not you use the attached form to make your complaint, it is very likely that the information you provide in connection with your complaint will amount to 'personal data' for the purposes of data protection law. In some cases, the information provided may be 'sensitive' (or 'special categories') data – for instance, where it relates to your state of health.

In processing personal data, the Trustee may need to pass personal information about members and beneficiaries to the Plan's administrators, auditors, legal advisers, insurers and such third parties as may

be necessary for the purposes of administering the Plan. Full details of the types of personal information that are held, how the information is used and who it is shared with are set out in the Plan's Privacy Notice.

The Privacy Notice also sets out the rights of those whose personal information is held, and who to contact to exercise those rights, make a complaint, or generally raise any questions. A further copy of the current Privacy Notice is available from the Trustee on request.

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