

## Internal Dispute Resolution

The trustees of occupational pension schemes in the UK must have a process for resolving complaints from scheme members. This is the scheme's Internal Dispute Resolution procedure ('IDR').

This is the IDR for the Scottish Enterprise Pension & Life Assurance Scheme ("the Scheme").

### How it works

We encourage you to try to resolve any complaint or concern you may have informally. If you have an issue with anything about the running of the Scheme, you (or your representative) can raise it with **Hymans Robertson, the Scheme Administrators**. You should send your letter, including copies of any relevant correspondence, to:

The Scheme Administrator  
Scottish Enterprise Pension & Life Assurance Scheme  
c/o Hymans Robertson LLP  
20 Waterloo Street  
Glasgow  
G2 6DB

Alternatively, you may email [SCENAdmin@hymans.co.uk](mailto:SCENAdmin@hymans.co.uk)

In your correspondence, you must give your name, address, date of birth and National Insurance number. You should also explain the issue and provide any supporting information.

If the Scheme Administrator cannot resolve the issue to your satisfaction you can use the formal IDR procedure explained below.

### Formal IDR procedure

To use the formal IDR procedure you should contact the **Trustees of the Scheme** at:

The Trustees of the Scottish Enterprise Pension & Life Assurance Scheme  
c/o Michael Wright  
Pension Manager  
Scottish Enterprise  
Atrium Court  
50 Waterloo Street  
Glasgow  
G2 6HQ

Alternatively, you may email Michael at [Michael.Wright1@scotent.co.uk](mailto:Michael.Wright1@scotent.co.uk) who will pass your query to the Trustees.

You must do this within six months of becoming aware of the matter you are complaining about.

Please include your name, address, date of birth and National Insurance number. You must explain your issue, provide any relevant supporting information and documentation and explain why you have been unable to resolve it informally with the Scheme Administrator.

The Trustees will contact you with their decision **within two months of receiving your complaint**.

### If you are still dissatisfied

If you are unhappy with the Trustees' decision you can take up your complaint with The Pensions Ombudsman free of charge.

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes.

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

The Pensions Ombudsman can be contacted at:

10 South Colonnade  
Canary Wharf  
London  
E14 4PU

Tel: 0800 917 4487

Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

You can also submit a complaint form online: [Making a complaint | The Pensions Ombudsman](#)

### **MoneyHelper**

If you have general requests for information or guidance concerning your pension arrangements you can contact a MoneyHelper adviser by calling their Pensions Helpline or via their website as shown below:-

Tel: 0800 011 3797

Website: <https://www.moneyhelper.org.uk/en/pensions-and-retirement>

For and on behalf of the Trustees of the Scheme



**Julia Miller**  
**Chair of Trustees**  
**17 March 2026**