

Running USS

Funding USS

Report and accounts

Gender pay gap

Managing risk

Service comments and complaints

Service comments and complaints

USS is administered by Universities Superannuation Scheme Limited (the trustee company). It administers the scheme in accordance with the law and the scheme rules, which can at times be very complex. The trustee company tries to run the scheme fairly and efficiently, but there may be times when you have a comment or complaint about an aspect of its administration.

The trustee company welcomes feedback on all aspects of its service. If you think the trustee company did something well, or you think something could be done better, please let us know. To leave a service comment, or raise an initial complaint, [please click here](#).

Our administration team will review all service comments and initial complaints and will issue an acknowledgement, where appropriate, within 5 working days of receipt. A formal response will follow where appropriate; our usual response time is 4 weeks, however in certain circumstances responses may take up to 8 weeks.

Alternatively, if you wish to raise an initial complaint, or provide a specific comment via post please complete and send [our Service Comments form](#) to:

Service Comments,
Universities Superannuation Scheme Limited,
Royal Liver Building,
Liverpool,
L3 1PY.

Resolving a dispute

USS is administered by Universities Superannuation Scheme Limited (the trustee company). It administers the scheme in accordance with the law and the scheme rules. If you wish to raise an initial complaint please see above about how to do this.

If you are unhappy with the response to your initial complaint and wish to pursue a complaint further you may do so under USS's Internal Dispute Resolution (IDR) procedure. This is a statutory procedure designed for the resolution of disputes between the trustee company and persons who have an interest in USS.

You can find out more about our IDR procedure [here](#).



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Related information

[> The pension regulator](#)