
DRAFT STATUTORY INSTRUMENTS

2022 No.

The Pensions Dashboards Regulations 2022

PART 2

Prescribed requirements for qualifying pensions dashboard services

Information on making a complaint

12.—(1) A provider must provide users with information on how to make a complaint relating to the pensions dashboard service that it provides, or to acts or omissions of the provider.

(2) This must include a link to the central complaints process for the Money and Pensions Service.

(3) In this regulation, “the central complaints process for the Money and Pensions Service” means a service to help users understand what help is available if things go wrong and their available routes to redress.