
STATUTORY INSTRUMENTS

2022 No. 1220

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.

Commencement Information

11 Reg. 12 in force at 12.12.2022, see [reg. 1\(2\)](#)

Status:

Point in time view as at 12/12/2022.

Changes to legislation:

There are currently no known outstanding effects for the The Pensions Dashboards Regulations 2022, Section 12.