

# Chapter 1

## Treating complainants fairly



---

**Appropriate wording for inclusion in a final response, written  
acceptance or summary resolution communication**

1

Reference to the availability of The Pensions Ombudsman

**“You have the right to refer your complaint to The Pensions Ombudsman free of charge.**

The Pensions Ombudsman can be contacted at [full current contact details and current website address].”