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**Maldives Pension Administration Office**

**Complaints Procedure**

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## **COMPLAINTS PROCEDURE**

1. The purpose of this procedure is to establish a transparent, accessible, and efficient way for stakeholders to submit complaints regarding the services and operations of the Maldives Pension Administration Office (Pension Office).
2. **How to Submit a Complaint**
  - 2.1. Complaints can be submitted through any of the following channels:
    - 2.1.1. Phone: Contact Center 1441
    - 2.1.2. Email: [info@pension.gov.mv](mailto:info@pension.gov.mv)
    - 2.1.3. Customer Front Office : Allied Building, 8th floor, Chaandhanee Magu, Male.
    - 2.1.4. Written Submissions: Complaints can also be submitted in writing or by using the complaints form to the Pension Office.
3. **Complaint Resolution Procedure**
  - 3.1. Acknowledgment
    - 3.1.1. All complaints will be acknowledged within three (3) working days from the date of receipt.
    - 3.1.2. Review and Resolution
      - 3.1.2.1. At the initial point of contact customer services staff will attempt to resolve the complaint within 3 working days.
      - 3.1.2.2. If the customer service is unable to solve the problem, the case will be assigned to relevant departments for assessment.
      - 3.1.2.3. A resolution will be communicated within three (3) working days of acknowledgment.
      - 3.1.2.4. If additional time is required, the complainant will be informed of the expected timeline.
    - 3.1.3. Appeals

- 3.1.3.1. If the complainant is not satisfied with the resolution, they may escalate the complaint to the relevant regulatory bodies for further review

#### **4. Complaint Handling**

- 4.1. Stage 1 - Routine Cases : Where the cause of a complaint is due to a flaw in service delivery, which can be settled through existing procedures, Client Relations Manager shall take corrective or preventive actions.
- 4.2. Stage 2 - Department Specific Cases: Cases that require input from other departments must be reported to the respective department head, on the day of receipt of the complaint.
- 4.3. Stage 3 - Complex Cases: Cases reported to specific departments for resolution or corrective/preventive actions that remain unresolved within 30 days from the date a case is reported, must be considered a complex case and escalated to Director Stakeholder Relations (DSR). DRS shall find an appropriate solution and if unable to solve, the case must be reported to executive management and Chief Executive Officer.