

## Appendix 7

### **The information about national complaints handling systems to be made available to the public by signatories to the Budapest Protocol**

- Name of Authorities/bodies competent to deal with member and beneficiary complaints (indicating, in particular, whether it is an ombudsman or a supervisory service);
- Contact information for the Competent Authority/body competent to deal with member and beneficiary complaints (name, postal address, phone number, fax number, any e-mail address, any website address);
- Features of the Competent Authority/body competent to deal with member and beneficiary complaints (e.g. whether it is a statutory/voluntary system, free/with charges payable by the complainant);
- Issues falling within the remit of the Competent Authority/body competent to deal with member and beneficiary complaints (e.g. IORPS covered);
- Preconditions that must be met prior to involvement of the Competent Authority/body competent to deal with member and beneficiary complaints (e.g. necessity to address the IORP or entities managing IORP in the first place);
- Outcomes provided by the Competent Authority/body competent to deal with member and beneficiary complaints (e.g. out of court settlement/system that does not issue decisions; information on whether the decision is binding or not);
- Limits on the redress available to the Competent Authority/body competent to deal with member and beneficiary complaints (e.g. any limit on the amount awarded, time limits in bringing the complaint to the Competent Authority, restrictions on the type of complainant - professional/non professional, consumer associations/other third parties);
- Indication of the typical time for handling complaints/transfer of the complaint to the Competent Authority/body competent to deal with member and beneficiary complaints.