

WEST MIDLANDS



PENSION FUND

How to make a suggestion, compliment or simply say thank you



How to contact us

Send your suggestions, compliments or thank you messages to:

Director of Pensions
West Midlands Pension Fund
PO Box 3948
Wolverhampton
WV1 1XP
Helpdesk: 0300 111 1665
Fax: 0845 230 1565

Website: wmpfonline.com
Email: PensionFundEnquiries@wolverhampton.gov.uk
Minicom/Typetalk: 01902 554607
Text: WMPF + your message to 60066.
Standard short code network charges apply.

Lines are open during the following times:
8:30am to 5.00pm Monday-Thursday
8:30am to 4.30pm Friday
Calls may be monitored for training purposes

Our aim

The West Midlands Pension Fund aims to provide the highest standards of service.

Therefore, we welcome any suggestions or compliments that you may wish to make, to help us improve our service. You can do this by letting us know when we get things right and when we get things wrong (we always welcome your suggestions on how we can improve our service). Staff are always pleased to hear from members or visitors who have been satisfied with our service.

Compliments help us to identify good practice, which will be communicated throughout the Fund for future reference. Likewise, if you would like to make a suggestion that you consider other members could benefit from, please talk to a member of staff or ask to speak to the Director of Pensions to discuss your suggestion.

If you would like to say thank you to a member(s) of staff, your comments would be appreciated.

Your views please

Name:

Address:

 Post code:

Telephone:

Date of visit to the Service/Roadshow/Presentation (delete as applicable):

Personal reference number (if known):

I wish to make a: Compliment Suggestion Thank you

Please state details of your compliment/suggestion/thank you:

Signature: Date: