



We are Strathclyde Pension Fund Office.

We administer your pension rights.

These are our commitments to you.

We will

Be approachable, courteous and professional.

We will

Respond quickly and efficiently to your enquiry.

We will

Ask for your opinion of our service and publish our findings.

We will

Listen to your suggestions and comments regarding our service.

We will

Treat you the way that we would expect to be treated ourselves.

Complaints

If you are unhappy with the service you received from us then we have a complaints procedure for you to follow.

Happy?

If you are happy with us then by all means let us know.

Information

For further information call 0845 213 0202, email spfo@glasgow.gov.uk or visit www.spfo.org.uk

**Strathclyde Pension Fund Office -
Administering the Local Government
Pension Scheme in the West of Scotland.**