

The Pensions Ombudsman to continue tenure

Press release

Anthony Arter will continue in his role as the Pensions Ombudsman for another year.



Minister for Pensions Guy Opperman said:

The role of the Pensions Ombudsman is to lead an independent, customer-focused organisation offering an accessible service for handling complaints.

This is a challenging time to lead the service, having taken on new responsibilities and undergone a major transformation to provide an enhanced digital experience. Anthony's experience in the role will be a real asset in the year ahead.

Pensions Ombudsman Anthony Arter said:

I am delighted that my term as the Pensions Ombudsman has been extended for twelve months. We have made great inroads into improving the customer journey over recent years and especially the last year given the challenges of the Covid-19 pandemic, alongside the continued long-term trend of increased demand.

I expect these challenges to continue over the coming year, as the impact of the pandemic on the financial landscape becomes clearer.

I have an excellent team of staff and volunteers at the Pensions Ombudsman, and look forward to working with them and our newly-expanded Corporate Board to further improve the service offered to our customers in resolving their pensions disputes.

In recent years, the office has seen a steady increase in business, which also includes the transfer of the Early Resolution Service from The Pensions Advisory Service to the Pensions Ombudsman in March 2018.

The main responsibilities of the Pension Ombudsman are to:

- investigate and determine pensions complaints
- investigate and determine disputes concerning the Pension Protection Fund, and hear appeals against decisions made by the Financial Assistance Scheme manager
- work with the Pensions Ombudsman Board to set the strategic direction for the organisation
- and build constructive and effective relationships with external and internal stakeholders, including the DWP and its Ministers.

Further information

- The Pension Ombudsman is entitled to an annual remuneration of £143,095 for this full time role.
- Two roles are fulfilled, the Pensions Ombudsman and the Pension Protection Fund Ombudsman.
- The Pensions Ombudsman is a statutory tribunal and Non-Departmental Public Body (NDPB) sponsored by the DWP.

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