

Organisation chart



Pensions Ombudsman Service

Anthony Arter

~~Tony King~~  
Pensions Ombudsman

Karen Jones

Jane Irvine  
Deputy Pensions Ombudsman

PO - 1491

Kim Parsons  
Casework Director

Jane Carey  
Business Manager

Fiona Nicol  
Team Leader  
Special projects

Ian Dartnell  
Team Leader  
Gateway Team

Mairi Spiby  
Team Leader  
Investigation Team 1

Jane Stephens  
Interim Team Leader  
Investigation Team 2

Vanessa Baker  
Elaine Hopkinson  
Jordana Joshua

Paul Batey  
Rajan Bhundia  
Carl Monk  
Niall McDermott  
Paul Strachan  
Richard Thurlow  
Jane McCue

Tunde Adenubi  
Tom Bick  
Peter O'Brien  
Rebecca Orr  
Mark Osborne  
Wilson Lam  
Barry Berkengoff  
Sarah Fagg  
Tony Dibben  
Sacha Bain  
Adam Summerfield  
Sarah Fry

Ken Buckley  
Ruth Cooper  
Tony Krishna  
Caroline Leal  
Rashad Qureshi  
Robin Willis  
Chris Rattigan  
Claire Ryan  
Ian Berry  
Manjinder Rai  
James Collins  
Olayinka Alalade

Peter Still v Tesco Stores Ltd.

Party litigant,  
ill-health retirement,  
injury, Pension,

JUDITH NEESON (UK)  
DIRECTOR  
Squire Patton Boggs  
(LLP)

2006 February - 13 May 2010

- February 2012 - 13 July 2015

Laura Walsh

PO - 1491 - 1 February 2012 - 13 July 2015

TPAS

- January 2014 - 7/5/2014

### 3. RETIREMENT AWARDS

Retirement awards are made to all colleagues who retire with over 10 years' service, whenever they retire.

**Personnel Managers need to inform the Long Service Awards team of all retirees, as soon as possible.** (Please email: [longservice.awards@uk.tesco.com](mailto:longservice.awards@uk.tesco.com), quoting the colleague's name, colleague number, branch code and date of retirement).

**NB: If a colleague has only given contractual notice of their intention to retire, (which could be as little as one week), please advise the colleague if they have qualified for an award, but it will take a few weeks to process.**

The value of the Retirement Award is:

- Retiring with between 10 and 19 years' service - £75 per person
- Retiring with between 20 and 29 years' service - £200 per person
- Retiring with over 30 years' service - £1000 per person.

Colleagues will receive a brochure from which to select their gift, or they may choose to receive shares. This brochure will be sent to their home address.

They will also receive a commemorative certificate which should be presented by the Personnel or Senior Manager. The Long Service Awards team will send the certificate to the Personnel Manager who is responsible for the colleague's branch code. **NB:** If the Long Service Awards team have not been made aware of a person's retirement until very close to, or after their retirement date, the certificate will be posted directly to the individual's home.

There is no funding available centrally for retirement functions.

### 4. RETIRED STAFF ASSOCIATION

The Retired Staff Association is a group of retired Tesco colleagues that eligible colleagues will be invited to join upon retirement. Please contact Helen Fiera (01992 647003), Carol Parker or Rebecca Phillips (01992 647089) or email: [rsa.admin@uk.tesco.com](mailto:rsa.admin@uk.tesco.com), or write to: RSA Team, Tesco House, PO Box 4126, Cardiff, CF1 42P, with any queries not covered in the following:

Our commitment is to:

- operate a National Consultative Committee comprising of 6 elected RSA Group Co-ordinators to discuss any new proposals or issues relating to the RSA;
- subsidise local RSA activities by allocating a specified amount to each group per year;
- maintain contact with RSA groups through the Retirement Office;
- hold a two-day Spring conference for the Group Co-ordinators and their spouses/civil partners/partners, to discuss RSA issues/new proposals and to invite external speakers to give presentations about retirement related subjects;
- hold a one day national meeting for the Group Co-ordinators to discuss RSA issues;
- provide an information and advice service for RSA members;
- provide a clerical service for the Group Co-ordinators for RSA related activities;
- provide a range of benefits granted to RSA members.



- making a will;
- health and healthy eating;
- occupying this new 'time';
- shares.

The seminars are held regionally, and are opened up to all colleagues regardless of their age, if there are any places left after the specific invitations have been allocated. Invitation or attendance at these seminars does not mean that a person is expected to retire. Attendance at the seminars is paid.

### Flexible Retirement

Once a colleague has reached the age of 55, they may choose to opt out of the pension scheme and start to take their pension, even though they carry on working for Tesco (on their normal hours or on reduced hours).

This is called 'Flexible Retirement' although the colleague is not actually retiring – it refers to the pension only. Please refer to the Pensions policy (3.2) for more information.

## BENEFITS

Benefits held at the date of retirement are affected as follows;

### 1. PRIVATE HEALTH CARE SCHEME

Colleagues who retire with our approval may continue to make contributions at the discounted rate for life. **NB:** colleagues must join this scheme within 30 days of retiring in order to receive beneficial terms.

### 2. PRIVILEGECARD

Colleagues are entitled to a card for life when they retire, if their age plus service equals or is greater than 80 on their retirement date. They must have a minimum of 5 years' continuous service.

**NB:** If a colleague is planning to retire and they have not quite reached the qualification threshold, the **Personnel Manager should make the colleague aware so that they can amend their retirement date if they wish.**

#### Limited/Partial Ill-Health Retirement:

If retired for reason of limited ill-health (i.e. medically unfit to work for Tesco, but may be able to work for another employer) and the colleague's age plus service equals or is greater than 80, on the date they retire, they can keep a card for life. They must have a minimum of 5 years' continuous service.

#### Full Ill-Health Retirement:

If retired for reason of full ill-health (i.e. medically unfit to carry out any job for any employer for the rest of their life), the colleague can keep the card for life.

**N.B.** Retired colleagues entitled to 2 cards will be provided, on request, with a second card in the name of their spouse, civil partner, or partner who is resident with them.

#### Discount Spend:

When colleagues retire they will no longer have any payslips therefore no discount spend details. To find out their discount spend they should contact the Clubcard Helpline. (The number is located on the back of the PrivilegeCard.)

### **Eligibility:**

#### **Full membership:**

- 10 years' continuous service on date of retirement, aged 55 plus;
- 10 years' continuous service if retiring on a full or partial ill-health pension regardless of their age;
- 10 years' continuous service if made redundant aged 55 or over;

#### **Associate membership:**

Open to spouse or civil partner of deceased full members.

#### **Benefits:**

- Enables retired colleagues to keep in contact with each other and make new friends;
- Keeps retired colleagues up-to-date with what is going on in Tesco;
- Events and social activities are organised throughout the year;
- Advice, support and counselling provided during their retirement;
- Convalescent care for colleague and/or spouse/civil partner/partner, if, unable to meet the cost of care due to their financial circumstances;
- In certain circumstances financial assistance can be given via 'The Caring Fund'.

## **5. ALUMNI NETWORK**

The Alumni Network is a group of retired Senior Tesco colleagues that eligible colleagues will be invited to join upon retirement. Please contact Carrie LeComber/Jill Longman on 01707 634397 or email: [Tesco.alumni@uk.tesco.com](mailto:Tesco.alumni@uk.tesco.com) with any queries not covered in the following:

The Alumni purpose is: "Together with members and the continued support from Tesco, we will deliver a world class Alumni Network which is highly valued by its members, communities and the business."

#### **We will do this by:**

- Providing a first class website and nationwide events to keep members up to date with the Business, opportunities and each other;
- Acting as positive Community and Tesco Ambassadors;
- Supporting Tesco through sharing knowledge, expertise and providing constructive feedback along with practical solutions;
- Adding value to our local communities, charities and people.

### **Eligibility:**

#### **Full membership:**

- 10 years' continuous service on date of retirement, aged 55 plus;
- 10 years' service if retiring on a full or partial ill-health pension regardless of their age;
- 10 years' continuous service if made redundant aged 55 or over;
- WL3 or above;
- Signed off by Executive Committee Member/Personnel Manager as a 'good leaver'.

**NB: Personnel Managers should let the Alumni team know when a colleague fitting the above criteria is retiring, and if they are not planning to start drawing their pension upon leaving. This is because the Alumni team rely on pension records to invite members to join, rather than when colleagues leave the business.**

## **6. SHARES IN SUCCESS**

All shares that have been awarded to colleagues will be transferred out of trust into their name. There will be no income tax or national insurance contributions to pay on the shares regardless of how long they have been held in trust.

In order to receive Shares In Success, colleagues must still be employed by Tesco on the day when the shares are awarded, which is normally during May each year. If the individual leaves the



Company (due to retirement with company approval) after the last Saturday in February but before the shares are awarded in May, they may be eligible to receive a taxable cash award instead of shares.

## 7. SAVE AS YOU EARN

If a colleague retires from the company (with company approval), or takes full ill-health retirement, the following choices apply:

- They can exercise the option and use their savings to buy shares at the option price, regardless of how long they have been saving. **They have six months from their leaving date in which to do this**, after which time the option will lapse and they will no longer be able to buy shares at the option price; or
- They can set up a standing order with Equiniti in order to continue to save for the bonus (if applicable) the option to buy shares at the option price will lapse; or
- They can request repayment of their savings (plus interest if applicable).

For schemes granted before July 2013, during the six months following their 60<sup>th</sup> birthday colleagues can exercise their option and use their savings and bonus (if applicable) to buy shares at the option price. If they choose not to exercise their option during this period, they will continue to complete their scheme as normal.

## 8. BUY AS YOU EARN

The shares that have been bought are transferred out of the trust and into their name. There is no income tax or national insurance contributions to pay on the shares regardless of how long they have been held in trust.

## WHAT THE LAW SAYS

Legislation which came into force on 6<sup>th</sup> April 2011 prevents any colleague from being compulsorily retired.

The Employment Equality (Age) Regulations came into force on 1<sup>st</sup> October 2006, and made it illegal in the UK to discriminate on the grounds of someone's age (or perceived age) in employment matters. Please see the Reference Library for a fuller briefing on what the Regulations say.

If a colleague is unable to carry out a function that is essential to their job because of their age (e.g. individuals are unable to renew their HGV driving license after 65 years of age), they may not be retired, although the employer may be able to dismiss them for Some Other Substantial Reason.

## REFERENCE LIBRARY

Age Legislation Fact Sheet	(1.2.5)
Store Manager Retirement Checklist	(6.3.1)
Colleague Retirement Checklist	(6.3.2)
Letter to Confirm Arrangements for a Reduced Working Week	(6.3.3)

## CROSS REFERENCES

Retirement Guide - please contact the Retirement Office: 02920 622003

PP 6.3 2014-04 V01

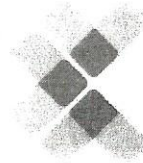


# Peter Still Absence Tracker

Start Date	Total No. of Days Off	Absence %	Current Stage in SVA	Stage Expiry Date	No. of Days Mitigated (any less than 26 hrs)	New Absence %	Reason For current Absence plus outcome of meeting
09/07 - 1/0/07	14	10.77%	Stage None 1	N/A	0	10.77%	Was off with Flu and was Placed on Stage 1 which expired on the 19/04/08 he was originally put on Stage 3 but appealed and it was reduced to stage 1
12/07 - 1/12/07	6	15.38%	Stage 2	19/04/2008	0	15.38%	Off with an ear infection and was placed on Stage 2 with this absence which would expire on 03/07/08
1/01/08 - 1/01/08	3	17.69%	Stage 2	03/07/2008	0	17.69%	Was placed on Stage 3 as he had previous absence with Flu and Ear Infection plus this was his first instance of his sore back on the new procedure this would expire 24/07/08
1/07/08 - 1/07/08	6	4.61%	None	Stage 3 expired on the 24/07/08	0	4.61%	Was of with Back Problem (Spondulitis) which was classed as Re-curring and given next steps
1/08/08 - 2/08/08	Stage 2	6.15%	Stage 1	N/A	0	6.15%	Was placed on Stage 1 expiring 27/02/09 as this absence was for Upset Stomach and part of his re-curring illness became part of this %
3/09/08 - 9/09/08	4	9.20%	Stage 1	27/02/2008	0	9.20%	Peter was initially off with Sickness and feeling generally unwell in which he came back for 2 shifts in between some Holidays and then went off again for a further 28 days with his Re-curring illness of Spondulitis on return he was placed on Stage 2 expiring 30/04/09 for the initial absence of Sickness
3/09/08 - 4/10/08	28	41.00%	Stage 1	27/02/2008	0	41.00%	This was no further action due to His daughter getting taken to hospital and had to look after other daughter. He was given next steps under Domestic absence
1/11/2008	1	32.30%	Stage 2	30/04/2009	0	32.30%	Was off with Back Problem again Spondulitis which was no further action and next steps given under Re-curring illness
5/11/08 - 29/12/08	23	49.90%	Stage 2	30/04/2009	0	49.90%	Was off with Back Problem again Spondulitis which was adjourned to seek guidance from Personnel going to go on Stage 3 and has also been placed on a reduced working week for a maximum of 6 weeks
1/01/09 - 27/03/09	26	62.50%	Stage 2	30/04/2009	0	62.50%	is going to be included with the above absence and also the reduced working week
3/03/09 - 15/03/09	3	61.70%	Stage 2	30/04/2009	0	61.70%	This absence has not to count as this was authorised absence for looking after his children as we had more than 24 hours notice
0/08/2009	1	N/A	Planned Absence	N/A	1	N/A	
23/09/09 - 08/11/09	34	26.15%	N/A	N/A	0	22.30%	Sore ribs came back for 45 minutes then went home again was off with stress and anxiety was placed on stage 3 till 08/05/10
15/11/2009	1	N/A	Planned Absence		1	N/A	This absence has not to count as this was planned for childcare and we had 24 hours notice no welcome back required



12/2009	1	N/A	Planned Absence	N/A	1	N/A	Not to count in the procedure as this is a paid bereavement day for a funeral for his aunt later changed to planned absence unpaid as it was his great aunt
1/2010 - 03/2010	2	23.85%	Stage 3 Planned Absence	08/05/2010	1	23.85%	Was off due to supporting his gran through a bereavement was referred to the dis-mis officer on the 21/01/2010 awaiting outcome
01/2010	1	N/A	Planned Absence	N/A	1	N/A	This absence has not to count in the procedure as this was planned due to his wife's dying abroad and we had more than 24 hours notice no welcome back required
01/2010	1	N/A	Planned Absence	N/A	1	N/A	This absence has not to count in the procedure as this was planned due to his wife's dying abroad and we had more than 24 hours notice no welcome back required
1/2010 - 01/2010	3	N/A	Planned Absence	N/A	3	N/A	This absence has not to count in the procedure as this was planned due to his wife's dying abroad and we had more than 24 hours notice no welcome back required
1/2010 - 03/2010	38	53.07%	Stage 3 Planned Absence	08/05/2010	0	53.07%	Went off sick with back pain under Re-curling (Spondylitis) hasn't been to the dis-mis officer yet from last absence has been referred back to the dis-missing officer
13/2010 - 04/2010	11	56.15%	Stage 3	08/05/2010	0	56.15%	Went off with back problems and pains in the legs again not been to the dis-missing officer went on holiday after returning from sick for 1 shift.
04/2010	1	50.76%	Stage 3	08/05/2010	0	50.76%	Previous ARM not done due to holiday was meant to be done Sunday 19/04/2010 but went and returned 21/04/2010 another welcome back completed referred to DO again



Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

13 January 2015

Dear Mr Still

### **Tesco PLC Pension Scheme**

There are still a number of cases currently within the Ombudsman's Office that are waiting to be passed to an appropriate investigator. This means that your case has not yet been allocated. I am sorry that I cannot be precise as to when your case will be allocated, as this depends on a number of factors but it is moving forward in the queue.

I hope that this reassures you. In the meantime, if you wish to submit any further information regarding your case or you have any queries, please feel welcome to contact us on 020 7630 2200.

We try to keep applicants informed of the progress of their case regularly and therefore you may receive this letter more than once. Again, please be assured your case is progressing and will be allocated to an investigator in due course.

Yours sincerely

PP

**Ian Dartnell**  
Team Leader

Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

11 Belgrave Road  
London  
SW1V 1RB



Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

20 January 2015

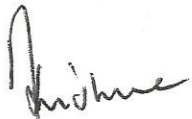
Dear Mr Still

**Tesco PLC Pension Scheme**

Just to let you know that your case has been allocated to me for investigation.

I will contact you as soon as I have had an opportunity to review your case. In the meantime, should you have any queries please do not hesitate to contact me.

Yours sincerely



**Tony Krishna**  
Senior Investigator

020 7630 2218  
tony.krishna@pensions-ombudsman.org.uk

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

27 January 2015

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Dear Mr Still

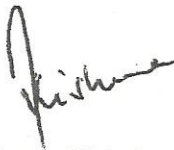
**Tesco PLC Pension Scheme**

Further to my letter of 20 January 2015, we have written to Tesco Stores Limited asking for a formal response to your complaint.

Once we have received their response, it will be copied to you and you will be given the chance to comment on it, if you wish to do so.

If you have any questions about this process, please do not hesitate to contact me.

Yours sincerely



**Tony Krishna**  
Senior Investigator

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020 7630 2218  
[tony.krishna@pensions-ombudsman.org.uk](mailto:tony.krishna@pensions-ombudsman.org.uk)

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Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

11 Belgrave Road  
London  
SW1V 1RB



[Print](#)[Close](#)

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## FW: Tesco PLC Pension Scheme - Mr Peter Still

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From: **Tony Krishna** (Tony.Krishna@pensions-ombudsman.org.uk)

Sent: 29 January 2015 15:52:22

To: peterstill1969@hotmail.co.uk (peterstill1969@hotmail.co.uk)

Dear Mr Still

Please see below an email I have received from Mr Tomlins of the Pensions Administration Manager for the Tesco Pension Scheme. In view of what Mr Tomlins says, do you wish to change your complaint to being against the Tesco rather than the Trustees.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**

Pensions Ombudsman Service

Our new website has simpler, clearer information about what we do and how we make decisions. Visit [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk) to find out more.

The information contained in this e-mail is confidential and may be privileged or contain restricted information. It is intended for the addressee only. If you are not the intended recipient, please delete this e-mail immediately and notify the sender. The contents of this e-mail must not be disclosed or copied without the sender's consent.

We cannot accept any responsibility for viruses, so please scan all attachments.

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From: Tomlins, David [mailto:David.Tomlins@uk.tesco.com]

We cannot accept any responsibility for viruses, so please scan all attachments.

**From:** Tomlins, David [<mailto:David.Tomlins@uk.tesco.com>]

**Sent:** 29 January 2015 15:35

**To:** Tony Krishna

**Cc:** Scriven, Lesley

**Subject:** Tesco PLC Pension Scheme - Mr Peter Still

Tony

Further to our earlier conversation regarding Mr Still, I confirm that the Trustees of the Scheme have not received any appropriate information in order to consider the early payment of Mr Still's benefits on the grounds of ill health. It is our understanding therefore that this is a company issue rather than a Trustees' issue.

I will forward the documentation you sent to Judith Murray (Pensions Admin Manager) to my colleague Lesley Scriven (Employee Relations Manager) who will arrange for a reply to your request on behalf of the company.

Kind regards

Dave

**David Tomlins APMI** | Pensions Administration Manager | Pensions

Pensions Team, Tesco House, Maes y Coed Road, Cardiff CF14 4TT

T: +44 (0) 1992 647004

E: [david.tomlins@uk.tesco.com](mailto:david.tomlins@uk.tesco.com)

If you need to find out more information about your Tesco pension please visit our



[Print](#)[Close](#)**RE: Tesco PLC Pension Scheme - Mr Peter Still**

From: **Tony Krishna** (Tony.Krishna@pensions-ombudsman.org.uk)

Sent: 29 January 2015 16:39:57

To: peter still (peterstill1969@hotmail.co.uk)

Dear Mr Still

Thank you for your email.

For the present, I will not need any further documents. However, should I need further information in the future I will let you know.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**

**Pensions Ombudsman Service**

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We cannot accept any responsibility for viruses, so please scan all attachments.

# Note Details

## Phone call with Mr Still



## Mr Peter Still

Date 29/01/2015 16:19  
Creator Tony Krishna  
Owner Tony Krishna (Investigation 2 : Pensions Ombudsman)  
Status  Complete  
Created 29/01/2015 16:21

Reference CL-1744  
Date of birth 13/06/1969  
Address 84 Plessey Road, Bathgate, West Lothian, Scotland, EH48 2XP  
Telephone number 07586715423  
Flags

## Note Details

## PO: Pension Complaint

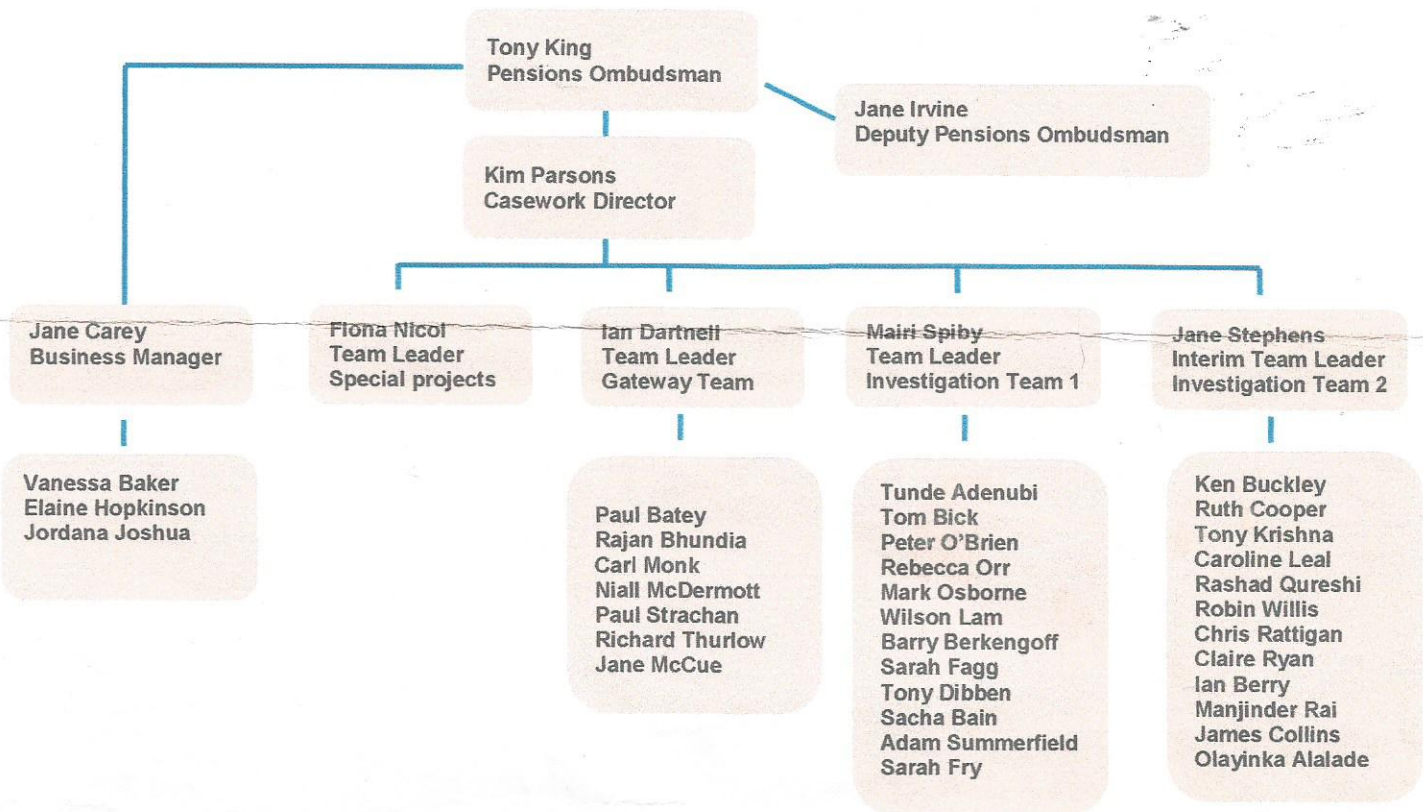
Details Mr Still called to confirm that he would like to make his complaint against Tesco's and not against the Trustees.  
Tony

Summary Ill health benefits  
Reference PO-1491  
Open date 01/03/2013 15:38  
Status  Awaiting Formal Response  
Owner Tony Krishna

No entries found.



Organisation chart





## Home Visit Summary (Send to printer)

## Address and Contact Details

Peter Thomas Still 13/06/1969 Male NHS: S672/1969/280 CHI: 1306691192  
 No data recorded.  
 113 Glebe Road Whitburn West Lothian EH47 0AX  
 Mobile phone 07836344848

## Significant PMH

03/02/2013 Full dental clearance  
 24/12/2012 Suicidal ideation  
 24/12/2012 Low mood  
 01/12/2008 Sciatica Right Ms Patsy Bryce  
 30/07/1997 Lumbar spondylosis with a Grade 11 spondylolisthesis Ms Patsy Bryce  
 11/05/1995 Low back pain Ms Patsy Bryce  
 12/04/1995 Pleurisy Ms Patsy Bryce  
 24/12/1994 [X]Assault Ms Patsy Bryce  
 08/06/1990 Intoxication - alcohol Ms Patsy Bryce  
 08/06/1990 [X]Assault Ms Patsy Bryce  
 12/09/1988 Ingrowing toe nail (excluding great toe) Infected - Bilateral Ms Patsy Bryce  
 19/11/1984 Disturbance of conduct NEC in Adolescent Unit from 19/11/84 - 16/4/1985 Ms Patsy Bryce  
 07/02/1983 [D]Epistaxis Ms Patsy Bryce  
 07/02/1980 Motor vehicle traffic accident NOS Knocked down by car - nose/hip injuries Ms Patsy Bryce  
 10/12/1975 Acute tonsillitis Ms Patsy Bryce  
 29/03/1971 Otitis media NOS Left Ms Patsy Bryce

## At 6 Surgery, Home or Telephone Consultations

06/09/2013 Surgery consultation Dr W J Browne

06/09/2013 Consultation pt unhappy in whitburn isolated, family in bathgate he wants a letter, i advised we dont do letters as a practice but i  
 happy to give copy of notes.  
 dispute with former empoyer. he is using disability legislation. because of chronic back pain.

wants rerefferal to psych as ahedonia low mood 5/10, no drug alco issue no dsh. for hads form. Dr W J Browne

06/09/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr W J Browne

29/07/2013 Surgery consultation Dr A M Kerr

29/07/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr A M Kerr

01/07/2013 Surgery consultation Dr J K Mooney

01/07/2013 Consultation on amitrip 150 mg nocte to help with his depression and his back pain. seems to be coping reasonably well at the  
 moment. trying to get moved back to bathgate wehre his children stay. keen to stay on amitrip and wants me to takehim off weekly disp.  
 aprently put on weekly as he ordered them early. seems reasonably sensible about it today so agreed on trial. Dr J K Mooney

01/07/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr J K Mooney

29/05/2013 Surgery consultation Dr N R Power

29/05/2013 Consultation duty dr ran out of amitriptyline aparently getting help with housing to make review appointment so that a plan can get  
 formulated things seem to be moving forward so self harm risk seems low at present Dr N R Power

29/05/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT DISP WEEKLY Dr N R Power

02/05/2013 Surgery consultation Dr J K Mooney

02/05/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT DISP WEEKLY Dr J K Mooney

04/04/2013 Surgery consultation Dr A M Kerr

04/04/2013 Consultation DD Awaiting help from MH Advocacy. LB increased tabs to 150mg at night. See him next. Dr A M Kerr

04/04/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT DISP WEEKLY Dr A M Kerr

## Current Repeat Masters

No data recorded.

## Prescriptions in Last 3 Months

06/09/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr W J Browne

06/09/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr A M Kerr

01/07/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr J K Mooney

## Allergies and Intolerances

05/10/2011 Adverse reaction to penicillins Likely Moderate Allergy to Phenoxymethylpenicillin 250mg tablets causing

No data recorded.

## Conventions

No data recorded.

24/08/2012 Smoker Light smoker - 1-9 cigs/day Dr A M Kerr

05/10/2011 Life teetotaler Teetotaler Ms Patsy Bryce

30/03/1990 Weight: 82.56 kgs BMI: 26 O/E - weight Ms Patsy Bryce

30/03/1990 Height: 1.78 metres O/E - height Ms Patsy Bryce



## Home Visit Summary (Send to printer)

## Address and Contact Details

Peter Thomas Still 13/06/1969 Male NHS: S672/1969/280 CHI: 1306691192

No data recorded.

113 Glebe Road Whitburn West Lothian EH47 0AX

Mobile phone 07836344848

## Significant PMH

03/02/2013 Full dental clearance

24/12/2012 Suicidal ideation

24/12/2012 Low mood

01/12/2008 Sciatica Right Ms Patsy Bryce

30/07/1997 Lumbar spondylosis with a Grade 11 spondylolisthesis Ms Patsy Bryce

11/05/1995 Low back pain Ms Patsy Bryce

12/04/1995 Pleurisy Ms Patsy Bryce

24/12/1994 [X]Assault Ms Patsy Bryce

08/06/1990 Intoxication - alcohol Ms Patsy Bryce

08/06/1990 [X]Assault Ms Patsy Bryce

12/09/1988 Ingrowing toe nail (excluding great toe) Infected - Bilateral Ms Patsy Bryce

19/11/1984 Disturbance of conduct NEC in Adolescent Unit from 19/11/84 - 16/4/1985 Ms Patsy Bryce

07/02/1983 [D]Epistaxis Ms Patsy Bryce

07/02/1980 Motor vehicle traffic accident NOS Knocked down by car - nose/hip injuries Ms Patsy Bryce

10/12/1975 Acute tonsillitis Ms Patsy Bryce

29/03/1971 Otitis media NOS Left Ms Patsy Bryce

## At 6 Surgery, Home or Telephone Consultations

06/09/2013 Surgery consultation Dr W J Browne

06/09/2013 Consultation pt unhappy in whitburn isolated, family in bathgate he wants a letter, i advised we dont do letters as a practice but i happy to give copy of notes.

dispute with former employer, he is using disability legislation, because of chronic back pain.

wants referral to psych as anhedonia low mood 5/10, no drug alco issue no dsh. for hds form. Dr W J Browne

06/09/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr W J Browne

29/07/2013 Surgery consultation Dr A M Kerr

29/07/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr A M Kerr

01/07/2013 Surgery consultation Dr J K Mooney

01/07/2013 Consultation on amitrip 150 mg nocte to help with his depression and his back pain. seems to be coping reasonably well at the

moment. trying to get moved back to bathgate where his children stay. keen to stay on amitrip and wants me to take him off weekly disp.

apparently put on weekly as he ordered them early. seems reasonably sensible about it today so agreed on trial. Dr J K Mooney

01/07/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr J K Mooney

29/05/2013 Surgery consultation Dr N R Power

29/05/2013 Consultation duty dr ran out of amitriptyline apparently getting help with housing to make review appointment so that a plan can get

formulated things seem to be moving forward so self harm risk seems low at present Dr N R Power

29/05/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT DISP WEEKLY Dr N R Power

02/05/2013 Surgery consultation Dr J K Mooney

02/05/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT DISP WEEKLY Dr J K Mooney

04/04/2013 Surgery consultation Dr A M Kerr

04/04/2013 Consultation DD Awaiting help from MH Advocacy. LB increased tabs to 150mg at night. See him next. Dr A M Kerr

04/04/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT DISP WEEKLY Dr A M Kerr

## Current Repeat Masters

No data recorded.

## Prescriptions in Last 3 Months

06/09/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr W J Browne

06/09/2013 Amitriptyline 50mg tablets Supply: ( 84 ) tablet 3 TABS AT NIGHT Dr A M Kerr

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## Physical Examination

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30/03/1990 Weight: 82.56 kgs BMI: 26 O/E - weight Ms Patsy Bryce

30/03/1990 Height: 1.78 metres O/E - height Ms Patsy Bryce



RECEIVED BY THE

19 JAN 2015

PENSIONS OMBUDSMAN SERVICE

Peter Still

tesco Plc Pension Scheme, west Lothian,  
Scotland,  
PO - 1491

MR Peter Still  
84 Plessey Road,  
Bathgate,  
eh48 2XP,

Dear Paul Strachan,

would you be good  
enough to send me the documents I  
sent you last year, if you could photo -  
copy those you need for my investigations  
which, letter dated 13/01/2015 is still  
waiting to be allocated to an Investigator,  
I have moved house since last time I spoke  
to you and I would appreciate if you could  
send them to that address,

Kindest Regards

16<sup>th</sup> January 2015. Peter Still

M 07586715423  
C peterstill1969@hotmail.co.uk

could you email me to let me know thanks.





Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

20 January 2015

Dear Mr Still

**Tesco PLC Pension Scheme**

Just to let you know that your case has been allocated to me for investigation.

I will contact you as soon as I have had an opportunity to review your case. In the meantime, should you have any queries please do not hesitate to contact me.

Yours sincerely

**Tony Krishna**  
Senior Investigator

020 7630 2218  
tony.krishna@pensions-ombudsman.org.uk

---

Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

11 Belgrave Road  
London  
SW1V 1RB



Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

27 January 2015

Dear Mr Still

**Tesco PLC Pension Scheme**

Further to my letter of 20 January 2015, we have written to Tesco Stores Limited asking for a formal response to your complaint.

Once we have received their response, it will be copied to you and you will be given the chance to comment on it, if you wish to do so.

If you have any questions about this process, please do not hesitate to contact me.

Yours sincerely

**Tony Krishna**  
Senior Investigator

020 7630 2218  
tony.krishna@pensions-ombudsman.org.uk

---

Telephone: 020 7630 2200  
Email: enquiries@pensions-ombudsman.org.uk  
Website: www.pensions-ombudsman.org.uk

11 Belgrave Road  
London  
SW1V 1RB



**Tony Krishna**

---

**From:** Tony Krishna  
**Sent:** 29 January 2015 15:52  
**To:** 'peterstill1969@hotmail.co.uk'  
**Subject:** FW: Tesco PLC Pension Scheme - Mr Peter Still

Dear Mr Still

Please see below an email I have received from Mr Tomlins of the Pensions Administration Manager for the Tesco Pension Scheme. In view of what Mr Tomlins says, do you wish to change your complaint to being against the Tesco rather than the Trustees.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
Pensions Ombudsman Service

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We cannot accept any responsibility for viruses, so please scan all attachments.

---

**From:** Tomlins, David [<mailto:David.Tomlins@uk.tesco.com>]  
**Sent:** 29 January 2015 15:35  
**To:** Tony Krishna  
**CC:** Scriven, Lesley  
**Subject:** Tesco PLC Pension Scheme - Mr Peter Still

Tony

Further to our earlier conversation regarding Mr Still, I confirm that the Trustees of the Scheme have not received any appropriate information in order to consider the early payment of Mr Still's benefits on the grounds of ill health. It is our understanding therefore that this is a company issue rather than a Trustees' issue.

I will forward the documentation you sent to Judith Murray (Pensions Admin Manager) to my colleague Lesley Scriven (Employee Relations Manager) who will arrange for a reply to your request on behalf of the company.

Kind regards

Dave

**David Tomlins APMI** | Pensions Administration Manager | Pensions  
Pensions Team, Tesco House, Maes y Coed Road, Cardiff CF14 4TT  
T: +44 (0) 1992 647004

E: [david.tomlins@uk.tesco.com](mailto:david.tomlins@uk.tesco.com)

If you need to find out more information about your Tesco pension please visit our website:

[www.pensionwebsite.co.uk](http://www.pensionwebsite.co.uk)

username: tesco password: mypension

You can also contact the dedicated pensions helpline on: 0345 070 1113

---

This is a confidential email. Tesco may monitor and record all emails. The views expressed in this email are those of the sender and not Tesco.

Tesco Stores Limited.  
Company Number: 519500  
Registered in England  
Registered Office: Tesco House, Delamare Road, Cheshunt, Hertfordshire EN8 9SL  
VAT Registration Number: GB 220 4302 31

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**Tony Krishna**

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 29 January 2015 16:41  
**To:** Tony Krishna  
**Subject:** FW: Letters sent dated 28/03/2013 ref-MAP4/TES also letter dated 27/11/2013 ref-LXW2/TES

---

**From:** [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)  
**To:** [laura.walsh@squiresanders.com](mailto:laura.walsh@squiresanders.com)  
**Subject:** Letters sent dated 28/03/2013 ref-MAP4/TES also letter dated 27/11/2013 ref-LXW2/TES  
**Date:** Fri, 29 Nov 2013 05:18:40 +0000

Laura Walsh my name is peter still , i am responding to above mentioned letters i have received , on behalf of your client tesco stores ltd , there claims made by your firm squire sanders being legal representation , and laura walsh putting forward there clients position , regards what rights i have regards my past employment with your clients as a warehouse operative , your firm on behalf of your client have stated a lot of what i can and cannot do regards myself on a list of all made without any response made to these by myself , except that any legal claim i had brought against your client , only that they didnt concern the issue i had regards my pension , i made this clear to you on the content of letter sent 28/03/2013, which it seems on letter dated 27/11/2013 your continued ref-regards legal claims S/111150/2010 PETER STILL V TESCO STORES LTD AND 4 OTHERS , REGISTERD JUDGEMENT 22/07/2011, AND EAT APPEAL REF/UK EAT/PAS/0100/11/BI PETER STILL V TESCO STORES LTD -4 OTHERS now at end of your letter dated 27/11/2013 ref-LXW2/TES.020-0499 starting with the following IN ANY EVENT. WE ARE CONFIDENT ? now just how confident are you clients tesco stores ltd and 4 others . who laura walsh and legal firm hammonds now squire sanders . have in up until now have had no response by peter still , i will contact you laura walsh today by telephone and put my version regards et and eat legal claims , i will after doing so be asking you laura walsh and your company squire sanders on behalf of your clients tesco stores ltd to state how confident you are then , one country your firm out off all the worldwide country you have legal know how you have no legal expetise in ? SCOTLAND as you or your firm are making legal statements that concerns a country that you or your firm are not or have any experience at all , i will be willing to now give you what i know about my knowledge , experience all on personnel experience and as a party litgant from 9/08/2010 until present date and in fact i can tell you what will happen in the near future ,not made on allegations or maybes but factual evidence and legal facts to confirm my side of the legal claims you can contact andrew pasacandolo and advocate kenneth mcguire both involved in legal claims , first has left squire sanders but im sure he wont mind you contacting him also mr kenneth mcguire advocate based in scotland laura walsh i can assure you that my legal knowledge is a lot more than you or your client continue to assume kindest regards peter still

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**Tony Krishna**

---

**From:** Tony Krishna  
**Sent:** 29 January 2015 16:40  
**To:** 'peter still'  
**Subject:** RE: Tesco PLC Pension Scheme - Mr Peter Still

Dear Mr Still

Thank you for your email.

For the present, I will not need any further documents. However, should I need further information in the future I will let you know.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
Pensions Ombudsman Service

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**From:** peter still [mailto:peterstill1969@hotmail.co.uk]  
**Sent:** 29 January 2015 16:38  
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**Subject:** RE: Tesco PLC Pension Scheme - Mr Peter Still

hi tony , there is a letter dated 28/03/2013 and 27/11/2013 both from squire sanders tesco legal firm , on behalf of tesco distribution , a laura walsh , is the lawyer , judith nelson , uk personnel director , and kay matterson , i have a few emails from them i can forward to you , kind regards peter still

---

**From:** [Tony.Krishna@pensions-ombudsman.org.uk](mailto:Tony.Krishna@pensions-ombudsman.org.uk)  
**To:** [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)  
**Subject:** FW: Tesco PLC Pension Scheme - Mr Peter Still  
**Date:** Thu, 29 Jan 2015 15:52:17 +0000

Dear Mr Still

Please see below an email I have received from Mr Tomlins of the Pensions Administration Manager for the Tesco Pension Scheme. In view of what Mr Tomlins says, do you wish to change your complaint to being against the Tesco rather than the Trustees.



**Tony Krishna**

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**From:** Tony Krishna  
**Sent:** 29 January 2015 16:27  
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**Cc:** Scriven, Lesley  
**Subject:** RE: Tesco PLC Pension Scheme - Mr Peter Still

Dear Mr Tomlin

Mr Still has just phoned me to confirm that he would like to make his complaint against Tesco and not against the Trustee.

For our records, is Lesley Scriven's address at Tesco the same as the Trustees' address?

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
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I will forward the documentation you sent to Judith Murray (Pensions Admin Manager) to my colleague Lesley Scriven (Employee Relations Manager) who will arrange for a reply to your request on behalf of the company.

Kind regards

ave

**David Tomlins APMI** | Pensions Administration Manager | Pensions

**Tony Krishna**

---

**From:** Tomlins, David <David.Tomlins@uk.tesco.com>  
**Sent:** 30 January 2015 10:36  
**To:** Tony Krishna  
**Subject:** RE: Tesco PLC Pension Scheme - Mr Peter Still

Tony

Lesley Scriven is based in our office in Welwyn Garden City and the address is as follows:

Lesley Scriven  
Employee Relations Manager  
Shire Park  
Falcon Way  
Welwyn Garden City  
Herts  
AL7 1TW

Kind regards

Dave

---

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**Sent:** 29 January 2015 16:27  
**To:** Tomlins, David  
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**Subject:** RE: Tesco PLC Pension Scheme - Mr Peter Still

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Yours sincerely

Tony Krishna | Senior Investigator | 020 7630 2218

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ave

**David Tomlins APMI | Pensions Administration Manager | Pensions**

Pensions Team, Tesco House, Maes y Coed Road, Cardiff CF14 4TT

T: +44 (0) 1992 647004

E: [david.tomlins@uk.tesco.com](mailto:david.tomlins@uk.tesco.com)

If you need to find out more information about your Tesco pension please visit our website:

[www.pensionwebsite.co.uk](http://www.pensionwebsite.co.uk)

username: tesco password: mypension

You can also contact the dedicated pensions helpline on: 0345 070 1113

---

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Tesco Stores Limited

Company Number: 519500

Registered in England

Registered Office: Tesco House, Delamare Road, Cheshunt, Hertfordshire EN8 9SL

VAT Registration Number: GB 220 4302 31

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**Tony Krishna**

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Pensions Team, Tesco House, Maes y Coed Road, Cardiff CF14 4TT  
T: +44 (0) 1992 647004

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## Tony Krishna

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**From:** [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)  
**To:** [laura.walsh@squiresanders.com](mailto:laura.walsh@squiresanders.com)  
**Subject:** Letters sent dated 28/03/2013 ref-MAP4/TES also letter dated 27/11/2013 ref-LXW2/TES  
**Date:** Fri, 29 Nov 2013 05:18:40 +0000

Laura Walsh my name is peter still , i am responding to above mentioned letters i have received , on behalf of your client tesco stores ltd , there claims made by your firm squire sanders being legal representation , and laura walsh putting forward there clients position , regards what rights i have regards my past employment with your clients as a warehouse operative , your firm on behalf of your client have stated a lot of what i can and cannot do regards myself on a list of all made without any response made to these by myself , except that any legal claim i had brought against your client , only that they didnt concern the issue i had regards my pension , i made this clear to you on the content of letter sent 28/03/2013, which it seems on letter dated 27/11/2013 your continued ref-regards legal claims S/111150/2010 PETER STILL V TESCO STORES LTD AND 4 OTHERS , REGISTERD JUDGEMENT 22/07/2011, AND EAT APPEAL REF/UKEAT/PAS/0100/11/BI PETER STILL V TESCO STORES LTD -4 OTHERS now at end of your letter dated 27/11/2013 ref-LXW2/TES.020-0499 starting with the following IN ANY EVENT. WE ARE CONFIDENT ? now just how confident are you clients tesco stores ltd and 4 others . who laura walsh and legal firm hammonds now squire sanders . have in up until now have had no response by peter still , i will contact you laura walsh today by telephone and put my version regards et and eat legal claims , i will after doing so be asking you laura walsh and your company squire sanders on behalf of your clients tesco stores ltd to state how confident you are then , one country your firm out off all the worldwide country you have legal know how you have no legal expetise in ? SCOTLAND as you or your firm are making legal statements that concerns a country that you or your firm are not or have any experience at all , i will be willing to now give you what i know about my knowledge , experience all on personnel experience and as a party litgant from 9/08/2010 until present date and in fact i can tell you what will happen in the near future ,not made on allegations or maybes but factual evidence and legal facts to confirm my side of the legal claims you can contact andrew pasacondolo and advocate kenneth mcguire both involved in legal claims , first has left squire sanders but im sure he wont mind you contacting him also mr kenneth mcguire advocate based in scotland laura walsh i can assure you that my legal knowledge is a lot more than you or your client continue to assume kindest regards peter still

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**Tony Krishna**

---

**From:** Tomlins, David <David.Tomlins@uk.tesco.com>  
**Sent:** 30 January 2015 10:36  
**To:** Tony Krishna  
**Subject:** RE: Tesco PLC Pension Scheme - Mr Peter Still

Tony

Lesley Scriven is based in our office in Welwyn Garden City and the address is as follows:

Lesley Scriven  
Employee Relations Manager  
Shire Park  
Falcon Way  
Welwyn Garden City  
Herts  
AL7 1TW

Kind regards

Dave

---

**From:** Tony Krishna [Tony.Krishna@pensions-ombudsman.org.uk]  
**Sent:** 29 January 2015 16:27  
**To:** Tomlins, David  
**Cc:** Scriven, Lesley  
**Subject:** RE: Tesco PLC Pension Scheme - Mr Peter Still

Dear Mr Tomlin

Mr Still has just phoned me to confirm that he would like to make his complaint against Tesco and not against the Trustee.

For our records, is Lesley Scriven's address at Tesco the same as the Trustees' address?

Yours sincerely

Tony Krishna | Senior Investigator | 020 7630 2218

Pensions Ombudsman Service

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Pensions  
Ombudsman  
Service

Ms Lesley Scriven  
Tesco  
Shire Park  
Falcon Way  
Welwyn Garden City  
Hertfordshire  
AL7 1TW

Our Ref: PO-1491

2 March 2015

Dear Ms Scriven

**Tesco PLC Pension Scheme – Complaint by Mr P Still**

I was informed by Mr David Tomlin on 30 January 2015 that he had passed on Mr Still's complaint to you. As you are aware, Mr Still's complaint is now against Tesco.

The deadline for your response to Mr Still's complaint was 19 February 2015. Can you please let me have your response by 9 March 2015.

Yours sincerely

**Tony Krishna**  
Senior Investigator

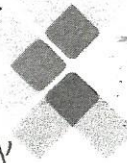
020 7630 2218  
tony.krishna@pensions-ombudsman.org.uk

---

Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

11 Belgrave Road  
London  
SW1V 1RB

03/03/15



**Pensions  
Ombudsman  
Service**

Dear Mr Still

Further to our telephone conversation today,

I attach a copy of the letter I sent to

Ms Scriven of Tesco.

Tony Kordun

---

Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

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---



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**RE: Tesco PLC Pension Scheme - PO-1491**

---

**From:** Tony Krishna (Tony.Krishna@pensions-ombudsman.org.uk)

**Sent:** 10 March 2015 11:53:33

**To:** peter still (peterstill1969@hotmail.co.uk)

Dear Mr Still

I have not as yet received a response from Tesco.

As I work from home, I asked my team leader earlier today as to whether there has been any post for me from Tesco. I have not heard from her as yet.

If I do not hear from Tesco by tomorrow, I will sent Ms Scriven a letter warning her of the consequences if she does not respond.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**

Pensions Ombudsman Service

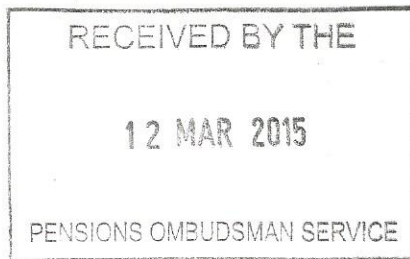
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6/2/2015 6:06 PM

PO-1491

10<sup>th</sup> March 2015



Peter Stein  
84 Plassey Road  
Bathgate  
west Lothian  
EH48 2XP  
Scotland

Dear Paul Stochan,

Paul, could you be good enough to look at the response the document you sent me do not contain the Pensions Complaints form that David Jacobs had sent me on 2<sup>nd</sup> May 2014. After sending you the docs, after 15<sup>th</sup> May 2014, we spoke on the phone, next I received the response on 10<sup>th</sup> June 2014 which I've enclosed, I then had updates saying that my complaint was unable to be allocated to an investigator, which was Tony Krishna, enclosed emails and



letters, you see that Tony sent  
my complaint to the trustees, who  
then sent these to Lesley Scovien,  
who then sent from Tony telling me  
that he wasn't from here, could you  
be good enough to forward me the  
complaint, ~~that~~ that was sent to by  
David Jacobs, also the Scheme Rules  
Teso are not included,

Could you send these  
if much appreciated

Peter,

Kind regards

Peter Stur

10/3/2015

mobile - 075 867 15423

email - peter.stur1969@hotmail.co.uk

# Note Details

## Note of telephone call to Mr Still.



.te 12/03/2015 12:10  
 Creator Paul Strachan  
 Owner Paul Strachan (Jurisdiction  
 Investigators : Pensions  
 Ombudsman)  
 Status  Complete  
 Created 12/03/2015 12:13

### Note Details

Details I asked what documents he  
 wants returned. Mr Still  
 explained that he would like a  
 copy of the Pensions  
 Ombudsman application form  
 that he completed to be  
 returned. I said that his  
 complaint was with Tony  
 Krishna.

## Mr Peter Still

Reference CL-1744  
 Date of birth 13/06/1969  
 Address 84 Plessey Road, Bathgate,  
 West Lothian, Scotland, EH48  
 2XP  
 Telephone number 07586715423  
 Flags

### PO: Pension Complaint

Summary Ill health benefits  
 Reference PO-1491  
 Open date 01/03/2013 15:38  
 Status  Awaiting Formal Response  
 Owner Tony Krishna

No entries found.



# Note Details

## Phone call to Tesco on 12-03-15

Date 12/03/2015 12:49  
Creator Tony Krishna  
Owner Tony Krishna (Investigation 2 : Pensions Ombudsman)  
Status  Complete  
Created 12/03/2015 12:50

### Note Details

Details I phoned Tesco and asked to speak to Lesley Scriven, but was told that she was not in.

I asked for Lesley to ring me back.

Tony

## Mr Peter Still

Reference CL-1744  
Date of birth 13/06/1969  
Address 84 Plessey Road, Bathgate, West Lothian, Scotland, EH48 2XP  
Telephone number 07586715423  
Flags

### PO: Pension Complaint

Summary Ill health benefits  
Reference PO-1491  
Open date 01/03/2013 15:38  
Status  Awaiting Formal Response  
Owner Tony Krishna

0 entries found.

## Tony Krishna

---

**From:** Tony Krishna  
**Sent:** 18 March 2015 11:03  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** Tesco Pension Scheme - PO-1491  
**Attachments:** Application for Mr Still.pdf

##encrypt

##Your date of birth: 13/06/1969

##Your telephone number: 07586715423

##Your postcode: EH482XP

Dear Mr Still

I refer to your recent telephone conversation with Paul Strachan and enclose a copy of the application form you had completed.

I have chased Lesley Scriven for a response to your complaint. She informs me that the matter is being dealt with by another person and that she would ask that person to contact me. No one has contacted me to date. If I do not hear from Tesco in the next few days, I will contact them again.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
Pensions Ombudsman Service

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## Tony Krishna

---

**From:** Tony Krishna  
**Sent:** 18 March 2015 11:03  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** Tesco Pension Scheme - PO-1491  
**Attachments:** Application for Mr Still.pdf

##encrypt  
##Your date of birth: 13/06/1969  
##Your telephone number: 07586715423  
##Your postcode: EH482XP

Dear Mr Still

I refer to your recent telephone conversation with Paul Strachan and enclose a copy of the application form you had completed.

I have chased Lesley Scriven for a response to your complaint. She informs me that the matter is being dealt with by another person and that she would ask that person to contact me. No one has contacted me to date. If I do not hear from Tesco in the next few days, I will contact them again.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
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## Tony Krishna

---

**From:** Tony Krishna  
**Sent:** 23 March 2015 15:38  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** Your complaint - PO-1491  
**Attachments:** Letter to Lesley Scriven on 23-03-15.xml

##encrypt

Dear Mr Still

I attach a copy of a letter sent to Lesley Scriven today which is self-explanatory.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
Pensions Ombudsman Service

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Pensions  
Ombudsman  
Service

Ms Lesley Scriven  
Tesco  
Shire Park  
Falcon Way  
Welwyn Garden City  
Hertfordshire  
AL7 1TW

Our Ref: PO-1491

23 March 2015

Dear Ms Scriven

**Tesco PLC Pension Scheme – Mr Peter Still**

I refer to our telephone conversation of 12 March 2015 when you told me that you would contact the person at Tesco who is dealing with Mr Still's case and ask them to contact me. I have not been contacted by anyone from Tesco to date.

You should be aware that if you do not send the information requested in our letter of 27 January 2015, the Ombudsman is entitled to decide the case based on the available evidence. To be fair to all parties, the Ombudsman would prefer not to do this.

I would draw your attention to Section 150(4) of the Pension Schemes Act 1993, which states:

"If any person without lawful excuse obstructs the Pensions Ombudsman in the performance of his functions or is guilty of any act or omission in relation to an investigation under this Part which, if that investigation were proceeding in the court, would constitute contempt of court, the Pensions Ombudsman may certify the offence to the court."

Please contact me immediately to let me know when I can expect to receive the information requested in my previous letters. If I do not hear from you or receive the information by 30 March 2015 the Ombudsman may determine the complaint based on the available information and/or consider invoking Section 150(4) as set out above. I look forward to hearing from you shortly.

Yours sincerely

**Tony Krishna**

---

Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

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---

**RE: Your complaint - PO-1491**

---

From: **Tony Krishna** (Tony.Krishna@pensions-ombudsman.org.uk)

Sent: 24 March 2015 14:58:27

To: peter still (peterstill1969@hotmail.co.uk)

Dear Mr Still

Thank you for your email.

Dear Mr Still

Thank you for your email.

I sent out below the text of the letter I sent to Lesley Scriven yesterday.

"Dear Ms Scriven

**Tesco PLC Pension Scheme – Mr Peter Still**

I refer to our telephone conversation of 12 March 2015 when you told me that you would contact the person at Tesco who is dealing with Mr Still's case and ask them to contact me. I have not been contacted by anyone from Tesco to date.

You should be aware that if you do not send the information requested in our letter of 27 January 2015, the Ombudsman is entitled to decide the case based on the available evidence. To be fair to all parties, the Ombudsman would prefer not to do this.

I would draw your attention to Section 150(4) of the Pension Schemes Act 1993, which states:

6/3/2015 4:06 PM



"If any person without lawful excuse obstructs the Pensions Ombudsman in the performance of his functions or is guilty of any act or omission in relation to an investigation under this Part which, if that investigation were proceeding in the court, would constitute contempt of court, the Pensions Ombudsman may certify the offence to the court."

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Yours sincerely

**Tony Krishna"**

**Tony Krishna | Senior Investigator | 020 7630 2218**

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---

**From:** peter still [mailto:peterstill1969@hotmail.co.uk]  
**Sent:** 24 March 2015 13:21  
**To:** Tony Krishna  
**Subject:** RE: Your complaint - PO-1491

6/3/2015 4:06 PM



Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

27 March 2015

Dear Mr Still

**Tesco PLC Pension Scheme**

I have now received the formal response to your complaint from Tesco and enclose a copy to allow you to comment, if you wish to do so.

Please send me your comments in writing. If you have already made a point in previous letters, there is no need to repeat it as we will take all the information we have received into account. Please send your comments to me by 22 April 2015. If you do not wish to comment it would be helpful if you would let me know.

Please keep a copy of Tesco's response for your records and please remember that you should not use this for any purpose other than this investigation and that it should be kept confidential.

Yours sincerely

**Tony Krishna**  
Senior Investigator

020 7630 2218  
tony.krishna@pensions-ombudsman.org.uk

---

Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

11 Belgrave Road  
London  
SW1V 1RB



## Tony Krishna

---

**From:** Tony Krishna  
**Sent:** 27 March 2015 09:02  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** FW: Tesco PLC Pension Scheme - Mr Peter Still  
**Attachments:** Letter to Pensions Ombudsman Service.pdf; Letters.pdf; Jobcentre Plus docs.pdf; Record of Contractual Dismissal.pdf

##encrypt

##  
##  
##  
##

Dear Mr Still

Squire Patton Boggs acting on behalf of Tesco have sent me the documents attached in response to your complaint.

Please send me your comments in writing. If you have already made a point in previous letters, there is no need to repeat it as we will take all the information we have received into account. Please send your comments to me by 22 April 2015. If you do not wish to comment it would be helpful if you would let me know.

Please keep a copy of Tesco's response for your records and please remember that you should not use this for any purpose other than this investigation and that it should be kept confidential.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
Pensions Ombudsman Service

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**From:** McLellan, Laura [<mailto:laura.mclellan@squirepb.com>]  
**Sent:** 26 March 2015 16:58  
**To:** Tony Krishna  
**Subject:** Tesco PLC Pension Scheme - Mr Peter Still

Dear Mr Krishna

Please find attached a response and attachments on behalf of my client, Tesco Stores Ltd, in relation to the complaint made by Mr Peter Still.

Please do not hesitate to contact me with any questions.

Yours sincerely

**SQUIRE**  **Laura A. McLellan**  
PATTON BOGGS Senior Associate  
Squire Patton Boggs (UK) LLP  
2 Park Lane  
Leeds  
LS3 1ES  
England

T +44 113 284 7048

O +44 113 284 7000

F +44 870 460 3014

M +44 7545 935632

M Mobex 25 7048

[laura.mclellan@squirepb.com](mailto:laura.mclellan@squirepb.com) | [squirepattonboggs.com](http://squirepattonboggs.com)

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## Tony Krishna

---

**From:** Tony Krishna  
**Sent:** 27 March 2015 08:55  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** Encrypted email

Dear Mr Still

I will be sending you an encrypted email and thought that I should alert you to this.

The Pensions Ombudsman Service uses encryption to protect personal information sent by email. Any email we send to you that contains personal information will be encrypted and if you use the secure reply function contained in our email, your response will automatically be encrypted. We always recommend that you reply to us securely if you are sending us any personal information - for example anything that sets out your name, address or other information from which you could be identified.

To open an encrypted email, you will be asked for a selection of letters from words or phrases selected by us from information we know about you. If you find it easier to use a password, you can do this using the "change password" facility within the email.

Our encrypted emails contain instructions but if you are having problems with an encrypted email, please get in touch with the sender.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
Pensions Ombudsman Service

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**Tony Krishna**

---

**From:** Tony Krishna  
**Sent:** 23 March 2015 15:38  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** Your complaint - PO-1491  
**Attachments:** Letter to Lesley Scriven on 23-03-15.xml

##encrypt

Dear Mr Still

I attach a copy of a letter sent to Lesley Scriven today which is self-explanatory.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
Pensions Ombudsman Service

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Pensions  
Ombudsman  
Service

Ms Lesley Scriven  
Tesco  
Shire Park  
Falcon Way  
Welwyn Garden City  
Hertfordshire  
AL7 1TW

Our Ref: PO-1491

23 March 2015

Dear Ms Scriven

**Tesco PLC Pension Scheme – Mr Peter Still**

I refer to our telephone conversation of 12 March 2015 when you told me that you would contact the person at Tesco who is dealing with Mr Still's case and ask them to contact me. I have not been contacted by anyone from Tesco to date.

You should be aware that if you do not send the information requested in our letter of 27 January 2015, the Ombudsman is entitled to decide the case based on the available evidence. To be fair to all parties, the Ombudsman would prefer not to do this.

I would draw your attention to Section 150(4) of the Pension Schemes Act 1993, which states:

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Please contact me immediately to let me know when I can expect to receive the information requested in my previous letters. If I do not hear from you or receive the information by 30 March 2015 the Ombudsman may determine the complaint based on the available information and/or consider invoking Section 150(4) as set out above. I look forward to hearing from you shortly.

Yours sincerely

**Tony Krishna**

Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

11 Belgrave Road  
London  
SW1V 1RB



Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

27 March 2015

Dear Mr Still

**Tesco PLC Pension Scheme**

I have now received the formal response to your complaint from Tesco and enclose a copy to allow you to comment, if you wish to do so.

Please send me your comments in writing. If you have already made a point in previous letters, there is no need to repeat it as we will take all the information we have received into account. Please send your comments to me by 22 April 2015. If you do not wish to comment it would be helpful if you would let me know.

Please keep a copy of Tesco's response for your records and please remember that you should not use this for any purpose other than this investigation and that it should be kept confidential.

Yours sincerely

**Tony Krishna**  
Senior Investigator

020 7630 2218  
tony.krishna@pensions-ombudsman.org.uk

---

Telephone: 020 7630 2200  
Email: enquiries@pensions-ombudsman.org.uk  
Website: www.pensions-ombudsman.org.uk

11 Belgrave Road  
London  
SW1V 4PP



**Tony Krishna**

---

**From:** Tony Krishna  
**Sent:** 27 March 2015 08:55  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** Encrypted email

Dear Mr Still

I will be sending you an encrypted email and thought that I should alert you to this.

The Pensions Ombudsman Service uses encryption to protect personal information sent by email. Any email we send to you that contains personal information will be encrypted and if you use the secure reply function contained in our email, your response will automatically be encrypted. We always recommend that you reply to us securely if you are sending us any personal information - for example anything that sets out your name, address or other information from which you could be identified.

To open an encrypted email, you will be asked for a selection of letters from words or phrases selected by us from information we know about you. If you find it easier to use a password, you can do this using the "change password" facility within the email.

Our encrypted emails contain instructions but if you are having problems with an encrypted email, please get in touch with the sender.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
Pensions Ombudsman Service

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We cannot accept any responsibility for viruses, so please scan all attachments.

**Tony Krishna**

---

**From:** Tony Krishna  
**Sent:** 27 March 2015 09:02  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** FW: Tesco PLC Pension Scheme - Mr Peter Still  
**Attachments:** Letter to Pensions Ombudsman Service.pdf; Letters.pdf; Jobcentre Plus docs.pdf; Record of Contractual Dismissal.pdf

##encrypt

##  
##  
##



Dear Mr Still

Squire Patton Boggs acting on behalf of Tesco have sent me the documents attached in response to your complaint.

Please send me your comments in writing. If you have already made a point in previous letters, there is no need to repeat it as we will take all the information we have received into account. Please send your comments to me by 22 April 2015. If you do not wish to comment it would be helpful if you would let me know.

Please keep a copy of Tesco's response for your records and please remember that you should not use this for any purpose other than this investigation and that it should be kept confidential.

Yours sincerely

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---

**From:** McLellan, Laura [mailto:laura.mclellan@squirepb.com]  
**Sent:** 26 March 2015 16:58  
**To:** Tony Krishna  
**Subject:** Tesco PLC Pension Scheme - Mr Peter Still

Dear Mr Krishna



PO-1491



**Pensions  
Ombudsman  
Service**

Our Ref: PO-1491

2 April 2015

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

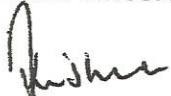
Dear Mr Still

**Tesco PLC Pension Scheme**

Thank you for your letter, which we received on 31 March 2015, in response to Squire Patton Bogg's letter of 26 March 2015.

I attach a copy of an email I have sent to Squire Patton Bogg requesting further information.

Yours sincerely



**Tony Krishna**  
Senior Investigator

020 7630 2218  
tony.krishna@pensions-ombudsman.org.uk

**From:** Tony Krishna  
**Sent:** 02 April 2015 12:36  
**To:** McLellan, Laura (laura.mclellan@squirepb.com)  
**Subject:** Encrypted email

##encrypt  
##Mr Still's second Christian name: Thomas  
##Mr Still's postcode: EH470AX  
##Your postcode (as shown on your letter of 26 March 2015): LS31ES

Dear Ms McLellan

I refer to your letter of 28 March 2015 and would be grateful if you could let me have a copy of an extract from the rules of the Tesco Pension Scheme which sets out the criteria for an ill health pension.

You say in the second paragraph of your letter that Mr Still was not put forward for ill health retirement at the point he was dismissed because he did not meet the criteria at that point. If he was not put forward, how did Tesco know that he did not meet the criteria?

Under the Scheme, is it up to the Trustees or Tesco to decide whether or not he meets the criteria?

I would be grateful if you could let me have your response by 16 April 2015.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**

Pensions Ombudsman Service

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## Tony Krishna

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 08 April 2015 22:18  
**To:** Tony Krishna  
**Subject:** PO-1491 PETER STILL V TESCO

hi , tony i received your letter regards email sent to tesco legal reps , requesting further info , of them , today i posted you , documents for you to review , just to make sure you have same , i sent a lot to david jacobson at pension advisory service , may 2014 , and also to paul strachan in may 2014 , ive put them in order , kindest regards peter still, sent them recorded delivery you should receive these by monday ,

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**Tony Krishna**

---

**From:** Tony Krishna  
**Sent:** 16 April 2015 12:27  
**To:** 'peter still'  
**Subject:** RE: PO-1491 PETER STILL TESCO STORES

Dear Mr Still

Thank you for your email.

I have received the two files that you sent to me. However, I have not had an opportunity to review your case as I am currently working on some other cases.

I am hoping to be able to look at your case next week.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
Pensions Ombudsman Service

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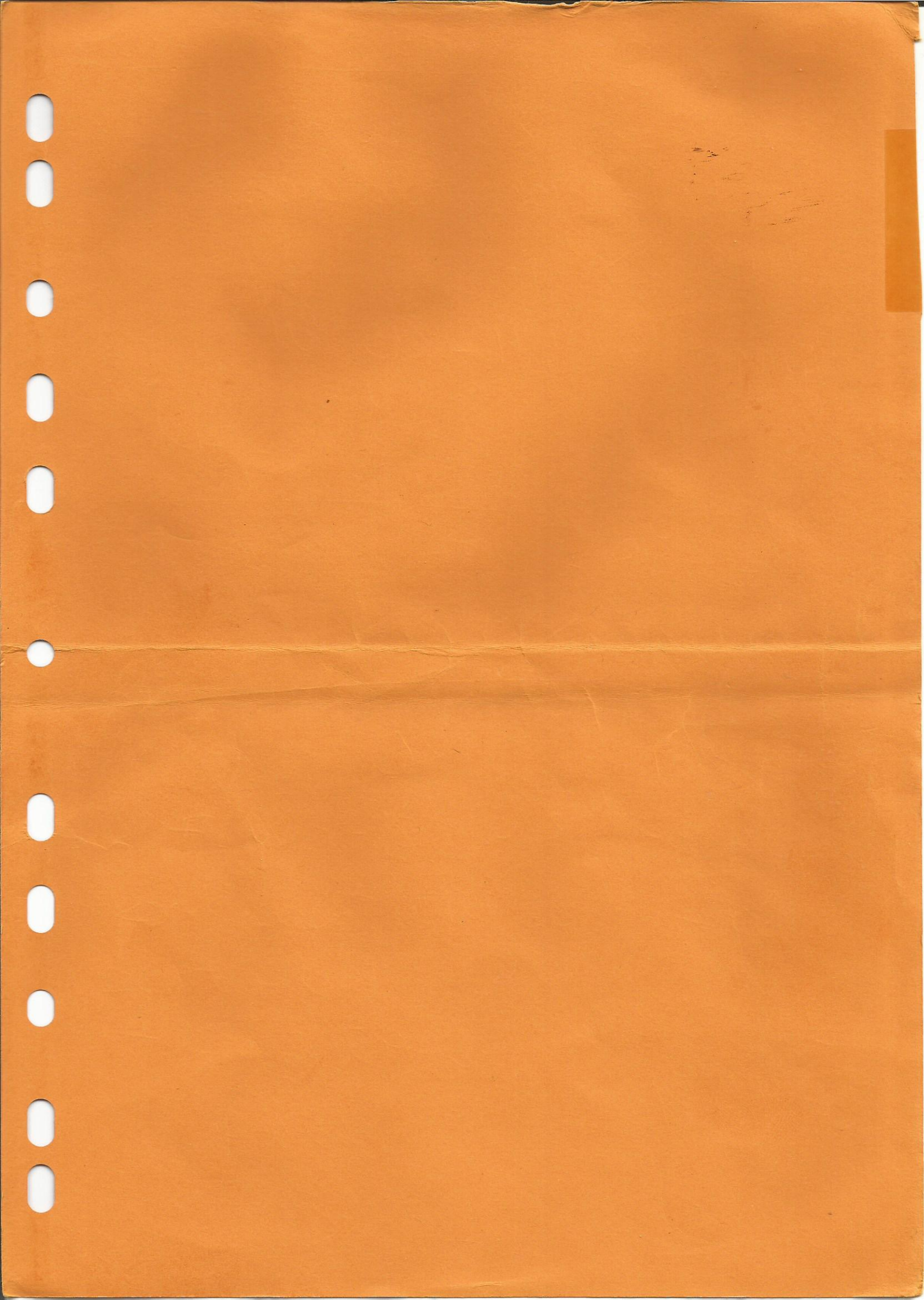
**From:** peter still [<mailto:peterstill1969@hotmail.co.uk>]  
**Sent:** 16 April 2015 12:22  
**To:** Tony Krishna  
**Subject:** PO-1491 PETER STILL TESCO STORES

hi tony , could you email me an update without the password kindest regards peter still

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Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

17 April 2015

Dear Mr Still

**Tesco PLC Pension Scheme**

I have now received the formal response to your complaint from Tesco and enclose a copy to allow you to comment, if you wish to do so.

Please send me your comments in writing. If you have already made a point in previous letters, there is no need to repeat it as we will take all the information we have received into account. Please send your comments to me by 13 May 2015. If you do not wish to comment it would be helpful if you would let me know.

Please keep a copy of Tesco's response for your records and please remember that you should not use this for any purpose other than this investigation and that it should be kept confidential.

Yours sincerely

**Tony Krishna**  
Senior Investigator

020 7630 2218  
tony.krishna@pensions-ombudsman.org.uk



26 March 2015

Attn: Tony Krishna  
Pensions Ombudsman Service  
11 Belgrave Road  
London  
SW1V 1RB

Also by email: [Tony.Krishna@pensions-](mailto:Tony.Krishna@pensions-)

Dear Mr Krishna

### **Mr Still and Tesco PLC Pension Scheme**

We write on behalf of Tesco Stores Limited and in response to your recent letters in relation to a complaint by Mr Peter Still. We understand that you have asked for a response to the complaint in the letter of 10 June 2014, namely "*Tesco Stores Limited failed to ask the Trustees of the Scheme to consider you for ill-health retirement before your employment was terminated*".

We can confirm that Mr Still was not put forward for Ill health retirement at the point he was dismissed from the Company. The reason for this was that he did not meet the qualification criteria for ill-health retirement at that point. In order to qualify, our client would have needed to consider that Mr Still was unable to work in any capacity for any employer (to qualify for full Ill Health Retirement) or in any capacity for Tesco (for partial Ill Health Retirement) and this did not apply in his case.

Mr Still was dismissed from Tesco following a large number of absences for a variety of reasons, i.e. he was dismissed for short term persistent absences. To be precise his absence level percentage was 56% and he had 23 occasions of absence for 10 different reasons over a two year period. The reasons for his absences were "flu", "ear infection", "back problems", "sore ribs", "upset stomach", "supporting grandmother", "anxiety and stress" "wife ill" and "looking after children". Please find attached a copy of his "record of contractual dismissal" for "short term persistent absence".

The short term persistence absence process is a different process from the long term absence process where an individual has been absent for one long continuous period of sickness and is unlikely to be able to return in the foreseeable future.

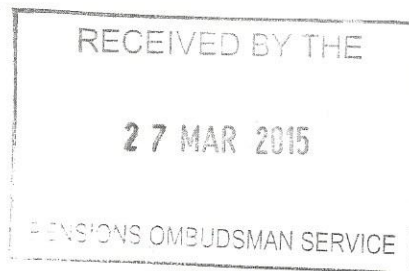
Ill-health retirement would only be considered as part of the long-term process, where it appears that someone may not be able to work again. There was no evidence that Mr Still would be unable to work again, he was not on long-term sick leave with one condition, which would suggest that he was incapable of working: Mr Still did in fact present for work on a number of occasions: 44% of the time, he was therefore capable of working. This was

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Laura McLellan  
T +44 113 284 7048

[laura.mclellan@squirepb.com](mailto:laura.mclellan@squirepb.com)

Our ref LXW2/TES.020-0499

Your ref

further supported by Occupational Health advice at the time.

The fact that at the Employment Tribunal on this matter, Mr Still presented evidence that he had attempted to mitigate his loss, i.e. find alternative employment, also supports the fact that he would not have qualified for Ill Health Retirement. Mr Still, by his own admission in seeking alternative work, was not therefore incapable of working. Please find enclosed copies of the jobs he applied for, which included a number of driver roles and a production operative.

We believe therefore that our client was entitled to consider that Mr Still could work in some capacity and could not be considered for Ill Health retirement. You will appreciate that Ill Health retirement is offered to employees only in a limited number of cases where an individual is incapable of working for a company and this is reserved for individuals with very different circumstances to Mr Still, ie. those with long term health conditions, which are unlikely to improve.

As background it may assist you to be aware that Mr Still brought a Tribunal claim a number of years ago (2010) where the finding was that our client had made a fair decision in dismissing Mr Still. He then exercised his right to appeal to the Employment Appeals Tribunal where again he was unsuccessful. We have received a number of letters of complaint from Mr Still over a number of years requesting compensation. You will appreciate that following the Tribunal's Judgment our client is not obliged to make any payment to Mr Still. We are happy to provide copies of this correspondence if it will assist you. We have also responded to Mr Still previously with the above explanation as to why he was not put forward for Ill Health Retirement and copies of that correspondence is attached.

We wish to assist the Ombudsman as far as possible in this matter and should you require any further documents or wish us to address any further points please do not hesitate to contact Laura McLellan of Squire Patton Boggs on 0113 284 7048 or [laura.mclellan@squirepb.com](mailto:laura.mclellan@squirepb.com) who will endeavour to assist you as soon as possible.

If you do not require any further information from us, we would be grateful to receive a copy of the outcome of your investigations.

Yours faithfully

  
Squire Patton Boggs (UK) LLP



# SQUIRE SANDERS

28 March 2013

Mr Still  
113 Glebe Road  
Whitburn  
West Lothian  
EH47 0AX

Squire Sanders (UK) LLP  
2 Park Lane  
Leeds  
LS3 1ES  
United Kingdom  
DX 26441 Leeds

O +44 113 284 7000  
F +44 113 284 7001  
squiresanders.com

Laura Walsh  
T +44 113 284 7568  
Laura.walsh@squiresanders.com

Our ref LXW2/TES.019-1109

Your ref

Dear Sir

## Mr Still v Tesco Stores Limited

We write in response to your letters to our client Tesco Stores Ltd. We understand that you are querying why you were not put forward for Ill Health Retirement at the point that you were dismissed from the company. The reason for this is that you did not meet the requirements for Ill Health Retirement at this point. In order to qualify we would have to consider that you were unable to work in any capacity for any employer, this did not apply in your case. You were dismissed following a large number of absences for a variety of reasons, you were not on long term sick leave for one condition and there was no suggestion that you were incapable of working full stop. You did in fact present for work on some occasions. This was further supported by the Occupational Health advice at the time and the fact that at the Tribunal you presented evidence that you had attempted to mitigate your loss, ie. find alternative employment. Our client was therefore correct to consider that you were able to work in some capacity and could not be considered for ill health retirement.

Our client followed a fair process in dismissing you, you had the opportunity to appeal and you attended a Tribunal Hearing, where our client was found to have made a fair decision. You then also exercised your right to appeal to the Employment Appeal Tribunal where you were again unsuccessful. We are sorry that you are dissatisfied with the position you now find yourself in, however, our client has followed all processes correctly and cannot help you any further.

Our client wishes you all the best in the future.

Yours faithfully

SS (UK) LLP

Squire Sanders (UK) LLP

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## Tony Krishna

---

**From:** Tony Krishna  
**Sent:** 16 April 2015 12:27  
**To:** 'peter still'  
**Subject:** RE: PO-1491 PETER STILL TESCO STORES

Dear Mr Still

Thank you for your email.

I have received the two files that you sent to me. However, I have not had an opportunity to review your case as I am currently working on some other cases.

I am hoping to be able to look at your case next week.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
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27 November 2013

Mr Still  
113 Glebe Road  
Whitburn  
West Lothian  
EH47 0AX

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2 Park Lane  
Leeds  
LS3 1ES  
United Kingdom  
DX 26441 Leeds

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Laura Walsh  
T +44 113 284 7048

[laura.walsh@squiresanders.com](mailto:laura.walsh@squiresanders.com)

Our ref      LXW2/TE3.020-0499

Your ref

Dear Sir

**Mr Still - Pensions**

We write further to your two letters sent to Tesco recently. The first was sent to Judith Nelson dated 29th October and the second was sent directly to the Pensions Department.

We understand that you are still querying why you were not put forward for Ill Health Retirement at the point that you were dismissed from the company in May 2010 for persistent short term absences, and following determination of your claim for unfair dismissal at the Employment Tribunal and Employment Appeal Tribunal. You have approached the Pensions Ombudsman in this respect and we refer you to our previous letter dated 28 March 2013, which is enclosed.

We explained within that letter that the reason you were not put forward for consideration was because you did not meet the requirements for Ill Health Retirement at that point. Tesco have to consider that you were unable to work and this did not apply in your case as you were dismissed following a large number of absences for a variety of reasons, rather than following a period of long term sick leave for one condition. Tesco's position was supported by the Occupational Health advice at the time and at the Tribunal you presented evidence that you had attempted to mitigate your loss, i.e. find alternative employment, thereby demonstrating your ability to work.

Neither the Employment Tribunal nor Employment Appeal Tribunal considered that Tesco had made any error in their process or that they should have applied for Ill Health Retirement in your case.

In relation to your complaint to the Pensions Ombudsman, we understand that you have been asked to use the Tesco pension scheme's internal dispute resolution process as a first stage. If, despite our explanation above, you still wish to pursue this complaint, the first stage would be for you to set out in writing what your complaint against the Trustee of the pension scheme is and send it to "Tesco Pension Trustees Limited" at New Tesco House, Delamare Road, Cheshunt, EN8 9SL.

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We would like to take this opportunity to make it clear to you that the Pension Trustee is a completely separate and distinct entity from Tesco, which is required by law. The Trustee cannot independently offer an Ill Health pension to someone leaving Tesco. The Trustee can only consider an application, which is made by Tesco. In your case, Tesco did not make that application and therefore the Trustee was never asked to consider any such application (And once again please note the findings of the Tribunal and Appeal Tribunal in this respect). As the Trustee has not made a decision relating to you, we do not consider that you have any complaint directly against the Trustee. If you proceed with your complaint to the Ombudsman, we would ask that you make it clear that your complaint is against Tesco and not the Trustee of the pension scheme.

In any event, we are confident, for the reasons outlined above, that you do not have a valid complaint against Tesco regarding Ill Health Retirement. We are sorry that you are dissatisfied with the position you now find yourself in, however, as we have expressed previously, our client has followed all processes correctly and cannot help you any further.

Please note that we have advised our client not to respond to any further communications from you. Please therefore direct any future correspondence to Squire Sanders (UK) LLP, 2 Park Lane, Leeds, LS3 1ES, Ref: LXW2.

Yours faithfully

SS(UK)LLP

Squire Sanders (UK) LLP



28 March 2013

Mr Still  
113 Glebe Road  
Whitburn  
West Lothian  
EH47 0AX

Squire Sanders (UK) LLP  
2 Park Lane  
Leeds  
LS3 1ES  
United Kingdom  
DX 26441 Leeds

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squiresanders.com

Laura Walsh  
T +44 113 284 7568  
Laura.walsh@squiresanders.com

Our ref LXW2/TES.019-1109

Your ref

Dear Sir

**Mr Still v Tesco Stores Limited**

We write in response to your letters to our client Tesco Stores Ltd. We understand that you are querying why you were not put forward for Ill Health Retirement at the point that you were dismissed from the company. The reason for this is that you did not meet the requirements for Ill Health Retirement at this point. In order to qualify we would have to consider that you were unable to work in any capacity for any employer, this did not apply in your case. You were dismissed following a large number of absences for a variety of reasons, you were not on long term sick leave for one condition and there was no suggestion that you were incapable of working full stop. You did in fact present for work on some occasions. This was further supported by the Occupational Health advice at the time and the fact that at the Tribunal you presented evidence that you had attempted to mitigate your loss, ie. find alternative employment. Our client was therefore correct to consider that you were able to work in some capacity and could not be considered for ill health retirement.

Our client followed a fair process in dismissing you, you had the opportunity to appeal and you attended a Tribunal Hearing, where our client was found to have made a fair decision. You then also exercised your right to appeal to the Employment Appeal Tribunal where you were again unsuccessful. We are sorry that you are dissatisfied with the position you now find yourself in, however, our client has followed all processes correctly and cannot help you any further.

Our client wishes you all the best in the future.

Yours faithfully

SS (UK) LLP

Squire Sanders (UK) LLP

28 March 2013

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113 Glebe Road  
Whitburn  
West Lothian  
EH47 0AX

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2 Park Lane  
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Laura Walsh  
T +44 113 284 7568  
Laura.walsh@squiresanders.com

Our ref LXW2/TES.019-1109

Your ref

Dear Sir

**Mr Still v Tesco Stores Limited**

We write in response to your letters to our client Tesco Stores Ltd. We understand that you are querying why you were not put forward for Ill Health Retirement at the point that you were dismissed from the company. The reason for this is that you did not meet the requirements for Ill Health Retirement at this point. In order to qualify we would have to consider that you were unable to work in any capacity for any employer, this did not apply in your case. You were dismissed following a large number of absences for a variety of reasons, you were not on long term sick leave for one condition and there was no suggestion that you were incapable of working full stop. You did in fact present for work on some occasions. This was further supported by the Occupational Health advice at the time and the fact that at the Tribunal you presented evidence that you had attempted to mitigate your loss, ie. find alternative employment. Our client was therefore correct to consider that you were able to work in some capacity and could not be considered for ill health retirement.

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Our client wishes you all the best in the future.

Yours faithfully

SS (UK) LLP

Squire Sanders (UK) LLP



25 November 2013

Mr Still  
113 Glebe Road  
Whitburn  
West Lothian

EH47 0AX

Squire Sanders (UK) LLP  
2 Park Lane  
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United Kingdom  
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Laura Walsh  
T +44 113 284 7048

[laura.walsh@squiresanders.com](mailto:laura.walsh@squiresanders.com)

Our ref LXW2/TES.020-0499

Your ref

Dear Sir

### Mr Still - Pensions

We understand that you are still querying why you were not put forward for Ill Health Retirement at the point that you were dismissed from the company in May 2010 for persistent short term absences and following determination of your claim for unfair dismissal at the Employment Tribunal and Employment Appeal Tribunal. You have approached the Pensions Ombudsman in this respect and we refer you to our previous letter dated 28 March 2013, which is enclosed.

We explained within that letter that the reason you were not put forward for consideration was because you did not meet the requirements for Ill Health Retirement at that point. Tesco have to consider that you were unable to work and this did not apply in your case as you were dismissed following a large number of absences for a variety of reasons, rather than following a period of long term sick leave for one condition. Tesco's position was supported by the Occupational Health advice at the time and at the Tribunal you presented evidence that you had attempted to mitigate your loss, i.e. find alternative employment, thereby demonstrating your ability to work.

Neither the Employment Tribunal nor Employment Appeal Tribunal considered that Tesco had made any error in their process or that they should have applied for Ill Health Retirement in your case.

In relation to your complaint to the Pensions Ombudsman, we understand that you have been asked to use the Tesco pension scheme's internal dispute resolution process as a first stage. If, despite our explanation above, you still wish to pursue this complaint, the first stage would be for you to set out in writing what your complaint against the Trustee of the pension scheme is and send it to "Tesco Pension Trustees Limited" at New Tesco House, Delamare Road, Cheshunt, EN8 9SL.

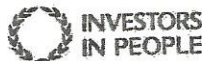
We would like to take this opportunity to make it clear to you that the Pension Trustee is a completely separate and distinct entity from Tesco, which is required by law. The Trustee cannot independently offer an Ill Health pension to someone leaving Tesco. The Trustee can only consider an application, which is made by Tesco. In your case, Tesco did not make that

39 Offices in 19 Countries

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Squire Sanders (UK) LLP is part of the international legal practice Squire Sanders, which operates worldwide through a number of separate legal entities.

Please visit [squiresanders.com](http://squiresanders.com) for more information.



application and therefore the Trustee was never asked to consider any such application (And once again please note the findings of the Tribunal and Appeal Tribunal in this respect). As the Trustee has not made a decision relating to you, we do not consider that you have any complaint directly against the Trustee. If you proceed with your complaint to the Ombudsman, we would ask that you make it clear that your complaint is against Tesco and not the Trustee of the pension scheme.

In any event, we are confident, for the reasons outlined above, that you do not have a valid complaint against Tesco regarding Ill Health Retirement. We are sorry that you are dissatisfied with the position you now find yourself in, however, as we have expressed previously, our client has followed all processes correctly and cannot help you any further.

Please note that we have advised our client not to respond to any further communications from you. Please therefore direct any future correspondence to Squire Sanders (UK) LLP, 2 Park Lane, Leeds, LS3 1ES, Ref: LXW2.

Yours faithfully

Squire Sanders (UK) LLP





TESCO STORES LIMITED

# RECORD OF CONTRACTUAL DISMISSAL

## Short term persistent absence

Following your unacceptable level of attendance at work, your employment position has been carefully considered. Having taken full account of your comments at the disciplinary meeting held on 13/5/10, you are advised that you are contractually dismissed in accordance with the Grievance and Disciplinary Procedures for incapability due to your inability to attend work to an acceptable level. Your absence level over the last 26 weeks has been 54% covering 6 occasions and you have received the following warnings relating to your unacceptable level of attendance

Stage 1	-	Date	<u>          </u>
Stage 2	-	Date	<u>          </u>
Stage 3	-	Date	<u>          </u>
Stage 3 - Fast Tracked		Date	<u>13/11/09</u> (3 TIMES ON PROCESS IN ROLLING 2 YRS)

Your last day of employment will be 13/5/10. As soon as is practical you will receive all wages owed to you along with any payment for holiday if appropriate and 1 weeks pay in lieu of notice.

If you wish to appeal against this Contractual Dismissal, you should refer to the Grievance and Disciplinary Procedures which explain what you should do.

### THIS CONTRACTUAL DISMISSAL IS ISSUED BY:-

Name (please print): GUY HENDERSON  
 Job Title: SHIFT MANAGER / DISMISSING OFFICER  
 DC Name and Number: LIVINGSTON DC  
 Signature: [Signature] Date: 13/5/10

### THIS CONTRACTUAL DISMISSAL IS ACKNOWLEDGED BY:-

**EMPLOYEE DETAILS**  
 Name (please print): PETER STILL  
 Job Title: WAREHOUSE OPERATIVE  
 DC Name and Number: LIVINGSTON DC  
 Signature: [Signature] Date: 13/5/10

### EMPLOYEE REPRESENTATIVE

Name (please print): DECLINED A REP  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Client Copy

*duplicate*

Mr PETER THOMAS WILLIAM STILL  
c/o 101 Falside Crescent  
Bathgate  
West Lothian.  
EH48 2DS

Date: 16 November 2010

**Issued by:** Bathgate Jobcentre Plus Office  
**Number:** BRX 17822  
**Type:** Employment  
**Job:** COLLECTION AND DELIVERY DRIVER  
**District:** BROXBURN, WEST LOTHIAN  
**Wage:** »14,700 PER ANNUM PLUS BONUS  
**Hours:** 45 PER WEEK, MONDAY-FRIDAY, 8AM-6PM  
**Duration:** TEMPORARY  
**Details:** Previous experience is not necessary. Duties include driving in the Edinburgh area collecting and delivering parcels, ensuring the effective distribution of customer goods.

**Pension:** None  
**Contact:** Alistair Bryce  
0150 6853100 Ext: 0

**What To Do Next:** Please apply via the internet at:

**Web site:** [www.interlinkexpressjobs.com](http://www.interlinkexpressjobs.com)

**Additional Details:**

Or apply via email to: [depot669@interlinkexpress.com](mailto:depot669@interlinkexpress.com) No calls will be accepted.

Wishing you success in your application. If you would like details of other jobs please ring Jobseeker Direct on 0845 6060 234. If you prefer to speak Welsh, the Jobseeker Direct Welsh Language Service is 0845 6067 890. The number for deaf or hearing impaired people who have access to a textphone is 0845 6055 255, or 0845 6044 022 for the Welsh Language textphone service. Calls to Jobseeker Direct are charged at local rate



*Opinion*

JOB TITLE: VEHICLE WASHIER VALET

**Job Ref:** BTG/10107

**Location:** BATHGATE, LIVINGSTON W  
LOTHIAN

**Hours:** UP TO 20 HRS PER WEEK, , 5  
DAYS OVER 7, BETWEEN 8.15AM-6PM  
(average per week)

**Wage:** £6.00 PER HOUR

**Pension:** NO DETAILS HELD

**Work Pattern:** DAYS, WEEKENDS

**Duration:** PERMANENT

**Description:**

Clean current driving licence  
advanced although not essential.  
Main duties include washing and  
valeting vehicles, communicating in a  
clear and polite manner with customers  
and promoting other company services.  
Applicants must therefore be confident.  
This company is expanding at great  
pace and employer states there are real  
opportunities for progression. Have to  
be prepared to work weekends.  
Company incentives may also be  
available. If you do not hear within 2  
weeks of applying assume you have  
been unsuccessful.

**How to Apply:**

You can take the vacancy details to one  
of the customer access phones provided  
in the office and call Jobseeker Direct  
on 0845 6060 234 and quote the  
reference number. If you prefer, you  
can contact Jobseeker Direct by taking  
the details home with you. Lines are  
open 8.00am - 6.00pm weekdays,  
9.00am - 1.00pm Saturday. All calls  
are charged at local rate. Call charges  
may be different if you call from a  
mobile phone. Alternatively, if you are  
due to see a member of staff you may  
wish to take the vacancy details to  
them. For people with a speech or  
hearing impairment, use textphone  
0845 6055 255.

**Additional Criteria:**

If you are looking for work. Tax Credits

Duplicate

**Job Title:** DELIVERY DRIVER

**Job Ref:** BTG/10263

**Location:** BATHGATE, WEST LOTHIAN

**Hours:** OVER FOUR DAYS (average per week)

**Wage:** MEETS NATIONAL MINIMUM WAGE

**Pension:** NO DETAILS HELD

**Work Pattern:** EVENINGS, WEEKENDS

**Duration:** PERMANENT

**Employer:**

DOMINO'S PIZZA

**Description:**

Delivery driver wanted for Dominos Pizza. Duties include delivering food to customers, full training given. Driving licence must not have more than 6 points or any drink driving convictions.

**How to Apply:**

You can apply for this job by sending a CV/written application to Zaffar Ahmed at Domino's Pizza, 23 North Bridge Street, BATHGATE, West Lothian, EH48 4PJ or to zaf4r001@aol.com by using a computer with internet access.

**Additional Criteria:**

If you are looking for work, Tax Credits could top up your earnings

This vacancy meets the requirements of the National Minimum Wage Act

If you are unable to apply for the job advertised by the method displayed, due to a health condition or disability, please contact Jobcentre Plus for further assistance.

Jobs also at

[www.Direct.gov.uk/jobseekers](http://www.Direct.gov.uk/jobseekers)

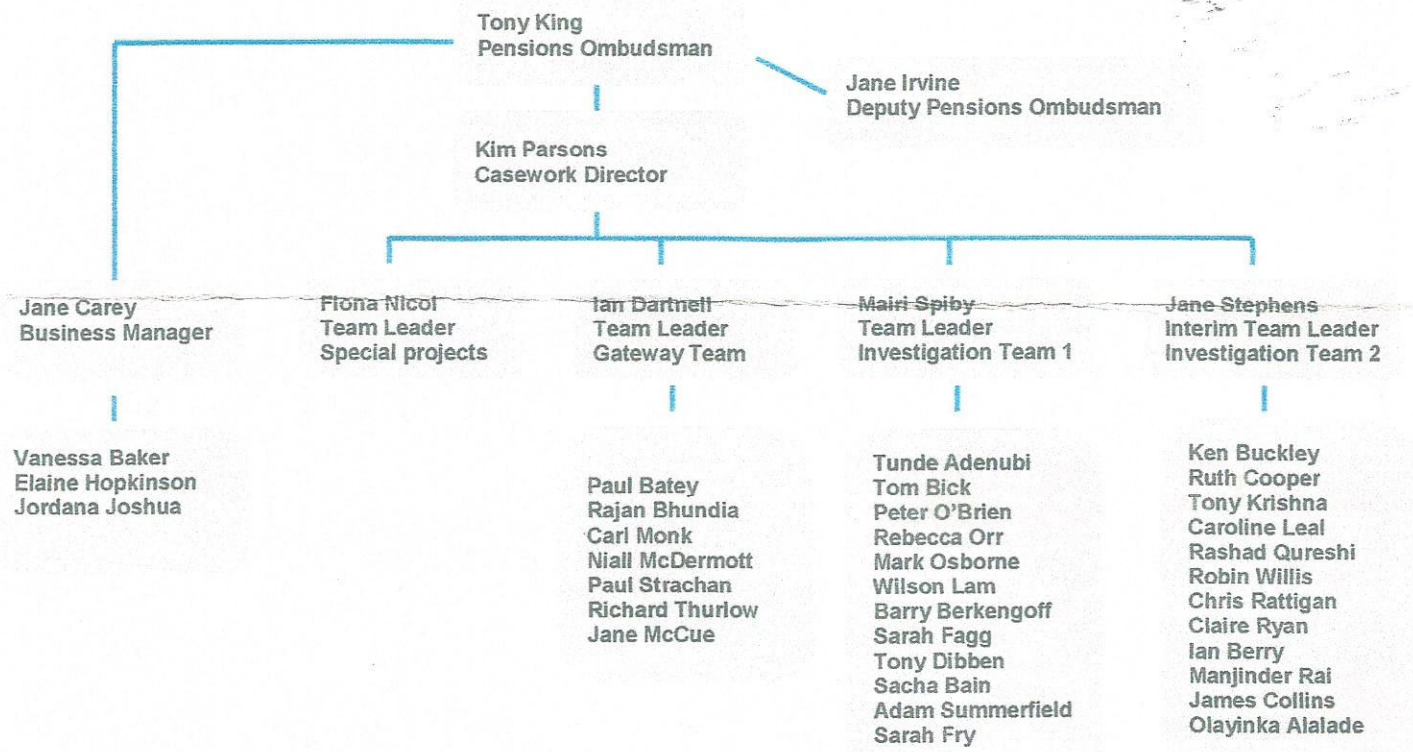
12/10/10 09:22







Organisation chart





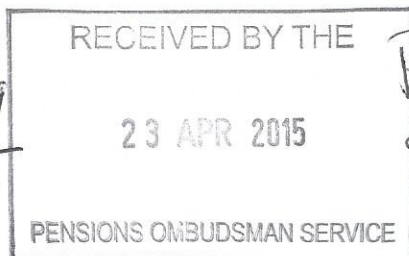


Tony K

PO-1491

Peter Still

Tesco P/c Pension Scheme



Peter, E, W, Still,  
84 Plessey Road,  
Little Bagnhead,  
Bathgate, W, Lothian,  
EH48-2XP,  
SCOTLAND,

I Peter Still in relation to letter dated  
(17/04/2015) Final comments,

by Peter Still (- PO-1491)

Listed - (A) - (B) - (C) - (D)

would like the ombudsman to review  
these documents, contained, and would  
appreciate if this could be done (a.s.a.p)  
will be 5 years on 13<sup>th</sup> May 2015

Much appreciated. (Kindest regards)

(complete)

(signed) Peter Still

wednesday - 22/04/2015

email - peterstill1969@hotmail.co.uk

mobile - 07585715423

address - Peter Still

84 Plessey Road,  
Little Bagnhead,  
Bathgate west Lothian,  
EH48-2XP



A

① Squire Patton Boggs  
Letter dated - 26/03/2015

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② Squire Patton Boggs.  
letter dated - 16/04/2015.

(a) Supporting Your Attendance - Distribution  
in health reformet. - (2013) (16/4/2015)

(b) leaving the company - Retirement,  
(16/4/2015)

③ Squire Sanders - letters - (28/3/2013)

④ - ⑤ - ⑥ - (27/11/2013) (11/4/2013) end  
(9/12/2013)

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⑦ Hammonds - Adverte - et/s/111150/2010  
Peter Stiu v tesco Stores Ltd others  
on 14/6/2010: Absence Overview, P. Stiu  
presented as evidence) start of (Hearing)  
(SYA) - (1) - (17)

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# B

① Peter Still - IN Summary - (2008) - (2009)  
weeks (1) - (52)  
quarterly breakdown (1-2-3-4)

② Peter Still - IN Summary - (2009) - (2010)  
weeks (1) - (52)  
quarterly breakdown (1-2-3-4)

③ Peter Still (Sya) stage - displacements  
prolonged sickness absence  
pages (1-7) (29/01/2008) (13/09/09)

④ Peter Still (Sya) (SH-19) Duty + care  
prolonged sickness absence, guidance  
(12/01/2010) - (27/4/2010) (ARM-12)

⑤ Peter Still - Sya Display Hearings  
(27/4/2010) (30/4/2010) received 13/5/2010  
Dismissal - Guy Herderson, Robson Pantan  
short term present absence - Peter Still



C

(Background) (disciplinary) (poor performance)  
(dignity + work) (final written warnings)  
after referring - (22/02/2006) (9/11/2006)

① - ⑥ from (14/4/2006) - (13/10/2006)  
(captain's road) (old Liverpool d.c)

⑦ from (8/11/2007) - (4/1/2008)  
New Loughton D.C Carnegie road,  
Livingston

D

① - Peter Still - Employment Support Allowance  
(28/10/2014) (support group)

② - Peter Still - ESA, support group.  
(26/01/2015)

③ Peter Still - Personal Independent Payment.  
(medical report) 13/02/2015  
ATOS - DWP (C/R/F) (PA-4)

④ Peter Still - PIP - award (2/3/2015)  
continued (18/3/2015)





Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

20 May 2015

Dear Mr Still

**Tesco PLC Pension Scheme**

I have carefully considered all the information that you and Tesco have provided. Having done so, I enclose a copy of my Opinion on your complaint. A copy is also being sent to Tesco.

If you accept my Opinion please write and let me know this by 15 June 2015. If both you and Tesco either agree with my opinion, or do not write before the specified date, the investigation will come to an end on the terms set out in my Opinion.

If you disagree with my Opinion and want to continue with your complaint, please write to me by 15 June 2015 providing any additional facts or reasons that you think support a different decision from mine. There is no need to repeat arguments already made or send information already provided.

On receipt of your response I will reconsider the matter and this may involve making some additional enquiries. If I change my view as a result, I may issue a revised opinion.

If Tesco disagrees with my Opinion and I change my view I will let you know. However, if my view remains unchanged the matter will be referred to an Ombudsman to consider.

If you need more time to reply, please let me know as soon as possible, explaining why.

Yours sincerely

**Tony Krishna**

Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

11 Belgrave Road  
London  
SW1V 1RB

Senior Investigator

020 7630 2218

tony.krishna@pensions-ombudsman.org.uk



Squire Patton Boggs (UK) LLP  
2 Park Lane  
Leeds  
LS3 1ES

Our Ref: PO-1491  
Your Ref: LXW2/TES.020-0499

20 May 2015

Dear Sirs

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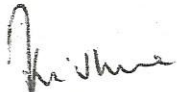
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Yours faithfully



**Tony Krishna**  
Senior Investigator

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tony.krishna@pensions-ombudsman.org.uk

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Email: enquiries@pensions-ombudsman.org.uk  
Website: www.pensions-ombudsman.org.uk

11 Belgrave Road  
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Pensions  
Ombudsman  
Service

Squire Patton Boggs (UK) LLP  
2 Park Lane  
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Our Ref: PO-1491  
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Yours faithfully

**Tony Krishna**  
Senior Investigator

020 7630 2218  
[tony.krishna@pensions-ombudsman.org.uk](mailto:tony.krishna@pensions-ombudsman.org.uk)

Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

11 Belgrave Road  
London  
SW1V 1RB



I am authorised by the Pensions Ombudsman to give opinions on the merits of cases, including whether or not they can be upheld and, if applicable, what should be done to put matters right. The letter accompanying this document explains what your options are depending on whether or not you accept my opinion; please read it carefully.

## Opinion by investigator for the Pensions Ombudsman Service

Applicant                      Mr Peter Still  
Scheme                        Tesco PLC Pension Scheme (the **Scheme**)  
Respondent                  Tesco Stores Limited (**Tesco**)

### Complaint summary

Tesco failed to ask the trustee of the Scheme (the **Trustee**) to consider him for ill health retirement before his employment was terminated.

### My opinion

I have looked very carefully at the case and it is my view that this complaint should not be upheld because there has been no maladministration on the part of Tesco.

## Rules of the Scheme and Scheme booklet

Rule 4.4 of the rules of the Scheme (the **Rules**) effective from 1 July 2007 say:

### **“4.4 Incapacity retirement**

#### **Qualification for ill-health pension**

A Member who leaves Service before Normal Pension Age because of Incapacity may, with the consent of the Principal Employer, choose an immediate pension under this Rule. However, no pension will be payable under this Rule if an Employer offers the Member alternative employment which the Member could reasonably be expected to accept, in spite of the Incapacity.”

The booklet for the Scheme (the **Booklet**) states with regards to ill health retirement:

“From the day you join the Scheme, you get ill health cover. If you are unable to continue working because of either permanent illness or disability, the Scheme may pay you a pension for life – whatever your age, however long you’ve been in the Scheme.

There are two main levels of ill health pension. Tesco will decide if you may apply for an ill health pension. The Trustees then decide the level of pension based on information from medical experts.”

## **Background**

Mr Still joined Tesco as a warehouse operative in November 2004.

In November 2005 because he was absent from work on a number of occasions Mr Still was dismissed by Tesco. However, in March 2006 his dismissal was overturned on appeal and he returned to work at Tesco.

On 21 March 2006 Dr Hay, Mr Still’s GP, wrote to Dr Thompson, the medical adviser to Tesco, saying:

“The diagnosis of his problem is that he suffers from a spondylolisthesis. This came to light in 1996 after a fall in which he hurt his back. He was sent for a x-ray at the time and this showed a Grade 2 listhesis at the lumbo-sacral junction. Since this time Peter has suffered on and off with recurring back pain and he finds that lifting heavy weights aggravates the situation. His investigations initially involved an x-ray of his back and following that a CT scan which showed that there was no significant degree of stenosis or disc prolapse. He currently is taking no medication for his back problem and is not awaiting physiotherapy. He has been referred in the past for physiotherapy both to St John’s and the Health Centre.



As to the prognosis, in both the long and short term I suspect Peter's back will give him problems from time to time and as time passes the problems are likely to become more of an arthritic nature. I do not envisage him every<sic> being completely free of back problems. With regard to physical and psychological impairment, it would seem clear that if there are no light duties available in your warehouse then Peter is at risk of further flare ups of back problems.

Throughout his attendance at the Surgery there has been an element of depression in his health and I'm sure this contributes to the way in which he approaches life. He has been given treatment in the past with anti-depressants but has not maintained any treatment."

In an internal memorandum dated 28 August 2008 to the personnel manager at Tesco in Livingston, Dr Thompson said:

- Mr Still suffered from a back condition for some years;
- he had been told after the overturning of his dismissal that the condition was likely to be covered by the Disability Discrimination Act;
- his condition would become worse as he gets older and heavy lifting would increase the risk of further problems which could lead to prolonged and short term absences;
- the advice would be for him not to go back to picking and the adjustments already made should remain in place until a new medical report was obtained; and
- there was in his file an old letter from his GP requesting light duties, which was not acted upon at the time and this in part was the reason why his dismissal was overturned.

In August 2008 Dr Thompson requested a report from Mr Still's GP and Dr Hayward, who worked at the same surgery, responded as follows:

"His diagnosis is that he was diagnosed in 1996 from a spinal X-Ray to have lumbar spondylolysis with grade 2 spondylolisthesis at the lumbar sacral junction. He gets back pain on occasions which is worse when he is lifting and has recently had a couple of periods off work having had a MED 3 from us for a week on 30 September 2008 and a further one from 13<sup>th</sup> October to 20<sup>th</sup> October and from the notes it would appear that he is due back at work on 28<sup>th</sup> October. He is not awaiting any investigations for this but is currently taking Amitriptyline 10mg one or 2 at night as needed and Co-codamol 30+500mg 2 tablets 4 times a day as needed. It is the pain that is stopping him from working and obviously if he does prolonged lifting his back can play up but it does not mean that things will actually necessarily get worse and in the short term there is no reason why he should not go back to work. It is difficult to advise on the long term as back problems, as you know, are notoriously difficult to give a prognosis on and very much are affected by other ongoing things in peoples<sic> lives and work."



On 11 November 2008 in an internal memorandum to the personnel manager at Tesco in Livingston, Dr Thompson said:

- Mr Still's back problem was first diagnosed in 1996;
- in the short term he would be able to return to work after a short absence when he has treated for his pain with medication, but in the long term his back problem will continue to affect him and lead to further absences;
- consideration should be given to him picking in the lighter aisles and having a reduced pick rate;
- it was also advised that he should undergo retraining in manual handling; and
- there were no grounds for ill health retirement.

Between 23 September 2009 and 9 April 2010 Mr Still was absent from work for the following reasons:

- 23 September to 7 November 2009 – 29 days due to anxiety and stress;
- 26 December to 27 December 2009 – 2 days supporting grandmother;
- 28 January to 18 March 2010 – 38 days due back pain; and
- 26 March to 9 April 2010 – 11 days due back pain.

On 1 February 2010 in an internal memorandum to the personnel manager at Tesco in Livingston, Dr Thompson said:

- Mr Still's back condition existed prior to him starting work for Tesco;
- it is likely that he will suffer arthritis in years to come;
- due to the nature of his condition, the doctors cannot guarantee that he will not be off work for periods in the future; and
- he has told his GP that he can cope and is capable of work provided it does not involve much bending and lifting.

On 30 April 2010 Mr Still attended a disciplinary hearing. In May 2010 he raised a grievance against Tesco for breach of the Health and Safety Act 1974; breach of duty of care under Dignity at Work; breach of contract; breach of management health and safety at work regulations; malicious use of disciplinary hearing, victimisation and discrimination; and breach of Protection from Harassment.

Mr Still's employment with Tesco was terminated on 13 May 2010. The reason given on the "RECORD OF CONTRACTUAL DISMISSAL" was his unacceptable level of attendance at work.

Mr Still appealed against his dismissal, but the decision to dismiss him was upheld.



### **Mr Still's position**

He applied for jobs from August to November 2010, after he had left Tesco, and the reason he did so was because it was a condition for claiming state benefits.

With regard to his dismissal on grounds of short term sickness absence, from November 2005 to 13 May 2010 he had 174 days off work due to back pain and 36 days off work due to anxiety and stress. He was paid statutory sick pay when he was off work and disciplinary action was taken against him for his absence.

He was forced to return to work because he had a mortgage.

He has not worked in any capacity since leaving Tesco and he is not capable of any work.

### **Tesco's position**

The reason for terminating Mr Still's employment was for persistent short term absences. His absence level percentage was 56% and he had 23 occasions of absence for 10 different reasons over a two year period. The reasons for his absence included: flu, ear infection, back problems, sore ribs, upset stomach, supporting grandmother, anxiety and stress, wife ill and looking after children.

Ill health retirement would only be considered as part of the long-term sick leave process, where it appears that someone may not be able to work again. There was no evidence that Mr Still would be unable to work again. He was not on long-term sick leave with one condition, which would suggest that he was incapable of working. Mr Still did in fact present for work on a number of occasions: 44% of the time – he was therefore capable of working. This was supported by occupational health advice at the time.

At the Employment Tribunal on this matter, Mr Still presented evidence that he had attempted to mitigate his loss, ie find alternative employment, also supports the fact that he would not have qualified for ill health retirement.

### **My findings**

The reason given by Tesco for Mr Still's dismissal is because of his short term persistent absence from work. However, the ground on which his employment was terminated is an employment issue and is not a matter that I can consider.

Under the Rules, the conditions for payment of an ill health pension from the Scheme are: the member must leave service before Normal Pension Age because of incapacity; and Tesco must consent to it. It is only after they have provided their consent that Tesco would refer the matter to the Trustee to decide the level of ill health pension to be paid.

Mr Still did not leave Tesco on the grounds of incapacity nor did they consent to him receiving an ill health pension. Therefore, I can see no reason why Tesco needed to approach the Trustee on the matter.

In the two years before he was dismissed, Tesco, with the help of their medical adviser, were considering the type of work Mr Still could do and way in which they could help him to continue working. In the year before his dismissal he had been absent from work for a total of 80 days over four periods. Three of those periods, totalling 78 days, were due to back pains or anxiety and stress. Between those periods, he returned to work and there is no indication that his back condition would permanently incapacitate him from working.

In his report in November 2008 on Mr Still, Dr Thompson said that there were no grounds for ill health retirement. In his report of February 2010, Dr Thompson said that Mr Still had told his GP that he was capable of working provided it did not involve much bending or lifting.

For the reasons given above, I am unable to find maladministration on the part of Tesco and therefore do not uphold the complaint against them.



**Tony Krishna**

Senior Investigator  
20 May 2015



## Tony Krishna

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 27 May 2015 22:21  
**To:** Tony Krishna  
**Subject:** RE: RE-PO-1491 PETER STILL - TESCO

tony got your opinion on my case , i need more time , i spoke to a lawyer today from my mental health support team , i need you to send me all the evidence and files i have sent you regards my complaint i have a lawyer coming to my home in 2 weeks i have applied for legal assistance and that will take time , also need you to provide all the evidence that you used to make that opinion and send this to me asap, i want you to provide me the name and direct number of your team leader at the ombudsman for me to contact , i do not trust you regards the handling of my complaint , not once have you mentioned in the 2 years how my claim ended up at the ombudsman , i checked online for 6 hours and could not find a decision that didnt include this , especially at the end of january when tesco had to be told a number of times to respond to complaint and didnt until march 2015 , not a mention of this at all , not once have you mentioned , industrial injury benefit , limited ill health , ie tesco to offer me another position , after speaking to my support worker from my mental health this morning and showing him your opinion , also speaking to lawyer , my opinion right now is that tesco lawyers have come to some sort of agreement with you , not thats a serious allegation im making against you , but the money involved is will be 100,000 plus and damage to tesco reputation for a decision against them on pension ombudsman website , my support worker who has helped me with this said , did tesco lawyers write that opinion for you , and i thought the exact same thing , forward this email to your team leader and send me the documents i have requested asap , complainer peter still

---

**From:** Tony.Krishna@pensions-ombudsman.org.uk  
**To:** peterstill1969@hotmail.co.uk  
**Subject:** RE: RE-PO-1491 PETER STILL - TESCO  
**Date:** Tue, 28 Apr 2015 12:05:28 +0000

Dear Mr Still

Thank you for your email.

In your email of 23 April you said that you had posted a few documents to me on 22 April. I work from home and visit the office once a week to pick up my post. So I have not as yet pick up the documents you sent to me on 22 April. I will be visiting the office tomorrow when I hope to pick up the documents.

I appreciate that you would like the ombudsman to make a decision on your case as soon as possible. I have not as yet had an opportunity to review your case. I will be on holiday the whole of next week, so I will not be able to look at your case until sometime between the middle and the end of May.

If I have all the documents, I should be able to conduct a review fairly quickly. However, if I do need further information I may need to write to you or Tesco on the matter.

I will try to review you case as quickly as I can.

Yours sincerely

## Tony Krishna

---

**From:** Tony Krishna  
**Sent:** 28 May 2015 08:52  
**To:** 'peter still'  
**Cc:** Jane Stephens  
**Subject:** RE: RE-PO-1491 PETER STILL - TESCO

Dear Mr Still

Thank you for your email.

My team leader is Jane Stephens and, as you can see, I have copied her in on this email. Her telephone number is 0207 630 2225, if you wish to contact her by phone.

As you know, I work from home and, as your file is thick, it would be difficult for me to photocopy all the documents in your file at home and send them to you. I therefore propose on taking your file into the office on my next visit, which will be next Tuesday (2 June), and arrange for the documents to be copied and sent to you.

You have asked for an extension to reply to my opinion. However, you have not said how long you need. I am unable to give you an indefinite amount of time to respond. Can you therefore please let me have a date by when you think you will be able to reply.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**  
Pensions Ombudsman Service

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**From:** peter still [mailto:peterstill1969@hotmail.co.uk]  
**Sent:** 27 May 2015 22:21  
**To:** Tony Krishna  
**Subject:** RE: RE-PO-1491 PETER STILL - TESCO

tony got your opinion on my case , i need more time , i spoke to a lawyer today from my mental health support team , i need you to send me all the evidence and files i have sent you regards my complaint i have a lawyer coming to my home in 2 weeks i have applied for legal assistance and that will take time ,, also need you to provide all the evidence that you used to make that opinion and send this to me asap, i



RECEIVED BY THE

02 JUN 2015

PENSIONS OMBUDSMAN SERVICE

Squire Patton Boggs (UK) LLP  
2 Park Lane  
Leeds  
LS3 1ES  
United Kingdom  
DX 26441 Leeds

SQB opntal  
SIC

1 June 2015

O +44 113 284 7000  
F +44 113 284 7001  
squirepattonboggs.com

Laura McLellan  
T +44 113 284 7048  
DF +44 870 460 3014  
laura.mclellan@squirepb.com

**Sent by email and postal delivery**

Mr Tony Krishna  
Senior Investigator  
Pensions Ombudsman Service  
11 Belgrave Road  
London  
SW1V 1RB

Our ref LXW2/TES.020-0499

Dear Sir

**Mr Peter Still v Tesco Stores Limited**

We write further to your letter dated 20 May 2015 to confirm that we agree with your Opinion.

We have no further comments to add, however, should you require any more information from us please do not hesitate to contact us.

Yours faithfully

SQB(UK) LLP

Squire Patton Boggs (UK) LLP

44 Offices in 21 Countries

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Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

2 June 2015

Dear Mr Still

**Tesco PLC Pension Scheme**

Further to my email of 28 May, I enclose copies of all the documents we hold on your file.

Yours sincerely

**Tony Krishna**  
Senior Investigator

020 7630 2218  
tony.krishna@pensions-ombudsman.org.uk



# Application Form



Please complete the details below (you are required to complete those marked \*)

## Your details

\*Your surname: STILL  
\*Your first name: PETER  
Your title: MR  
\*Your address: 113 GLEBE ROAD  
WHITBURN  
WEST LOTHIAN  
SCOTLAND  
\*Your postcode: EH47 0AX

Your date of birth: 13/06/1969  
Your telephone number: 07586 715423  
Your email address: PETERSTILL1969@HOTMAIL.CO.UK  
How would you like us to contact you? PHONE / E-MAIL  
Do you need information in another language or format (eg large print)? Yes/ No  
If yes, please give details:

## Representative details

Is someone representing you? Yes/ No  
(Please note, if someone is representing you we will correspond only with them.)

Name: \_\_\_\_\_ Telephone number: \_\_\_\_\_  
Address: \_\_\_\_\_ Email address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Postcode: \_\_\_\_\_

## Your complaint or dispute details

\*Name of scheme or policy number(s): TESCO PLC PENSION SCHEME (17917319)

\*Please tell us the name and address of who you are complaining about:  
(Before contacting the Ombudsman, you should complain in writing to the people or bodies you would like to complain about. The Ombudsman will not normally be able to consider your complaint until you have done this.)

Employer: TESCO STORES LTD Trustees: \_\_\_\_\_  
DISTRIBUTION CENTRE  
CARNEGIE ROAD  
LIVINGSTONE SCOTLAND

Scheme Managers: Squire Sanders LLP Scheme Administrators: \_\_\_\_\_  
Leeds, England, UK  
Legal for all members  
2/9/2010 - 28/11/2013  
to present date

**Previous referrals**

\*Have you referred your complaint to the Pensions Advisory Service? Yes/~~No~~

(You may find it useful to do so before contacting us.)

Can we request your papers from them? Yes/~~No~~

What is your Pensions Advisory Service reference number? 86039

Has a Court or Tribunal been involved in your complaint? Yes/~~No~~  
(If yes, please provide details and any supporting documents.)

et claim 6/11/15/2010, P Seel v tesco Svc Ltd  
et al 9/08/2010 - 22/07/2011 + 4 others  
at Appd - UK PAS/0100/11/BI - P Seel v Tesco Svc Ltd  
August 2011 - 13/03/2014 + 4 others

**\*Please summarise your complaint**

(Please complete this part even if you have referred the matter to the Pensions Advisory Service (TPAS) or are providing supporting documents. It may help you to list what each party has done wrong. Please provide a copy of all documents if not held by TPAS.)

My complaint is... BEFORE LOSING MY EMPLOYMENT I WAS  
SUFFERING FROM A SERIOUS MEDICAL CONDITION. MY  
EMPLOYER WAS AWARE OF THIS BUT CHOSE NOT TO  
ASK THE SCHEME TRUSTEES TO CONSIDER MY RETIREMENT.  
THE TRUSTEES CANNOT LOOK AT THIS UNLESS TESCO ASK THEM TO.

\*When did you first become aware of this matter? (JANUARY 2012, ) - (March - 2013 - Nov 2013)

**\*Please detail the injustice you have suffered**

I HAVE NOT BEEN CONSIDERED FOR RECEIPT OF AN ILL  
HEALTH EARLY RETIREMENT PENSION AND HAVE BEEN  
LEFT WITHOUT THE INCOME, LOST HOME, HOMELESS  
BONNETS, ETC, NOT WORKED SINCE, LEAVING, 2/5/2010 to present  
date

**\*How would you like the matter put right?**

FOR TESCO TO ASK THE TRUSTEES TO CONSIDER MY  
APPLICATION FOR ILL HEALTH RETIREMENT WITH EFFECT  
FROM MY DATE OF LEAVING EMPLOYMENT, OR ANY  
OTHER BENEFITS, AS FULL SCHEME MEMBER.

**Declaration:** I consent to the Office of the Pensions Ombudsman obtaining necessary information from the parties I am complaining about and other third parties to process my complaint and during any investigation. (We will not be able to deal with your complaint unless you consent to this.) Please note that any papers received may be copied to all parties you are complaining about. I have read the section headed "Your personal information" in the Pensions Ombudsman's leaflet "How we can help you with a complaint about a pension".

Signed: Peter Stele

Date: 7/5/2014



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**FW: RE-PO-1491 PETER STILL - TESCO**

---

**From:** Tony Krishna (Tony.Krishna@pensions-ombudsman.org.uk)

**Sent:** 02 June 2015 12:00:13

**To:** peterstill1969@hotmail.co.uk (peterstill1969@hotmail.co.uk)

**Cc:** Jane Stephens (Jane.Stephens@pensions-ombudsman.org.uk)

Dear Mr Still

Further to my email of 28 May 2015, I have now had all the correspondence on your file copied and these have been posted to you today.

I asked you in my email to let me have a date by when you think you will be able to reply, but I have not received your response. Unless a date is agreed, the deadline of 13 May 2015 for your response to my opinion remains unchanged.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**

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6/2/2015 2:28 PM



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**RE: RE-PO-1491 PETER STILL - TESCO**

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**From:** Tony Krishna (Tony.Krishna@pensions-ombudsman.org.uk)

**Sent:** 03 June 2015 17:23:05

**To:** peter still (peterstill1969@hotmail.co.uk)

**Cc:** Jane Stephens (Jane.Stephens@pensions-ombudsman.org.uk)

Dear Mr Still

Thank you for your two emails.

Dealing with your earlier email first, Jane Stephens informed you that when you received a copy of the file and consulted your legal adviser you needed to come back to us and agree a date for a response. She at no stage agreed an extension until 30 July 2015.

My opinion was posted 2<sup>nd</sup> class because it is the office's policy to use 2<sup>nd</sup> class post. I cannot explain why it took 7 days for my letter to reach you, but I am prepared to extend the deadline by a week to allow for this.

You seem to imply that I gave Tesco an extension of around a month to respond to your complaint. I did not give Tesco an extension - they did not respond by the deadline I had given them. I am sure you will recall, because I sent you a copy of my letter, that I threatened Tesco with legal action if they did not respond by a revised deadline. Besides, I could not proceed with my investigation without Tesco's response.

You will also recall that your initial complaint was against the Trustees and not against Tesco. The complaint against the Trustees would not have succeeded and it was on my suggest that you changed your complaint to being against Tesco.

You say that your complaint has been with the Pensions Ombudsman Service for two years. However, your application is dated 7 May 2014. I accept that your case was not allocated to me until 20 January 2015 and apologise that you had to wait over eight months for investigations to commence. However, I have done my best to progress your case and gave you decision in 4 months in spite of the delays by Tesco.

6/3/2015 7:47 PM



You mention issues that you raise in your email of 27 May 2015. It is our policy to wait until the parties give us their full and final response, and then review their response before deciding how to proceed, ie finalising matters or sending out revised opinion. We do deal with matter piecemeal. If the issues you raised in your email is your full and final response please let me know.

As matters stand at present, I am unable to agree an extension to 30 July 2015 because you have not given me a good reason as to why you are unable to respond before then. As Jane Stephens has suggested, please speak to your legal adviser and then contact me with a date when you think you will be able to respond. However, please bear in mind that until you contact me with a revised date the deadline of 13 June 2015 remains unchanged.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**

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**From:** peter still [mailto:peterstill1969@hotmail.co.uk]

6/3/2015 7:43 PM



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**From:** peter still [mailto:peterstill1969@hotmail.co.uk]

**Sent:** 05 June 2015 06:34

**To:** Anthony Arter

**Subject:** FW: RE-PO-1491 PETER STILL - TESCO

please can you look at the situation im in and the issues regards my complaint to your office regards peter still , could you be good enough to reply that you have received this , kindest regards complainer peter still

---

**From:** peterstill1969@hotmail.co.uk

**To:** jane.stephens@pensions-ombudsman.org.uk

**Subject:** FW: RE-PO-1491 PETER STILL - TESCO

**Date:** Fri, 5 Jun 2015 06:31:50 +0100

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**From:** peterstill1969@hotmail.co.uk

**To:** tony.krishna@pensions-ombudsman.org.uk; anthony.arter@pensions-ombudsman.org.uk

**Subject:** RE: RE-PO-1491 PETER STILL - TESCO

**Date:** Fri, 5 Jun 2015 06:30:13 +0100

tony in response to your email below , i was at the doctors yesterday afternoon thursday 4/06/2015 due to the stress ive been put under since receiving your opinion dated 20/05/2015 , which i



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**RE: RE-PO-1491 PETER STILL - TESCO**

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From: **Anthony Arter** (anthony.arter@pensions-ombudsman.org.uk)

Sent: 05 June 2015 08:54:12

To: peter still (peterstill1969@hotmail.co.uk)

Dear Mr Still

I have received your email dated today, 5 June 2015, thank you.

I note that Mr Krishna has agreed to your request for an extension until 26 June 2015, in order to allow you sufficient time to respond to his Opinion.

We have a long established process to ensure that all relevant facts are considered before a conclusion is reached. Mr Krishna, has sent you his Opinion and will carefully consider anything you say in response.

Once that process is complete, if you remain unhappy with the outcome, you can request that I review the papers and determine whether I uphold Mr Krishna's Opinion.

In the meantime please ensure that Mr Krishna has all relevant information and the reasons why you disagree with his decision.

Also, please bear in mind that we are not an employment tribunal and if you believe you have an employment issue with Tesco then that is a matter that we cannot deal with and you need to seek other legal redress.

Yours sincerely

**Anthony Arter**

**Pensions Ombudsman**

6/5/2015 9:09 AM



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From: peterstill1969@hotmail.co.uk  
To: tony.krishna@pensions-ombudsman.org.uk; anthony.arter@pensions-ombudsman.org.uk  
Subject: RE: RE-PO-1491 PETER STILL - TESCO  
Date: Fri, 5 Jun 2015 06:30:13 +0100

tony in response to your email below , i was at the doctors yesterday afternoon thursday 4/06/2015 due to the stress ive been put under since receiving your opinion dated 20/05/2015 , which i received on the 27/05/2015 , i was given until 15/06/2015 to responded to your opinion , i was not in the house when your documents i requested but i will collect them today , friday 05/06/2015 , i have lawyer coming on wednesday the 10/06/2015 , but i am giving you a date of 3 weeks from today which will be 26/06/2015 to respond , but im going to put forward why you and your team leader , are not on the level , that means i really dont trust you tony krisha and jane stephens , in regards my complaint against tesco RE-1491 PETER STILL V TESCO STORES LTD FROM 17/04/2013 CONTINUED TO YOUR EMAIL BELOW 03/06/2015 , THIS CLAIM IS WORTH EST- LOSS OF EARNINGS 13/05/2010 CONTINUED TO 65 , 25 YEARS (500,000)five hundred thousand pounds , industrial injury benefit from 22/02/2006 to present date and till 65 est-(350,000)three hundred and fifty thousand pounds , tesco reputation for decision against them on pension ombudsman website est ???,???, 850,000 thats an estimate a lot more than i said in email 27/05/2015 , i will begin with your opinion , and it not including the procedure ie internal dispute resolution 1 and 2 from 17/04/2015 cont until 02/05/2015 TPAS involvement , tesco lawyers suire patton boggs , tesco uk personnel director uk judith nelson , and tescos response in fact nothing to explain how the pension om,budsman procedures and why you had not included them , LEGALLY THESE HAVE TO BE FOLLOWED IN LAW BEFORE A OMBUDSMAN HAS LEGAL POWERS TO MAKE A DECISION , SO LEGALLY AND A FACT YOUR OPINION IS NOT WORTH THE PAPER ITS TYPED ON , THAT IS A FACT TESCO PROVIDED THROUGH THERE LEGAL TEAM 1 SHEET OF PAPER AS EVIDENCE THAT WAS CONTRCTUAL DISMISSAL DOSENT COUNT SO THEY SUPPLIED NOTHING EXCEPT 2 YEARS OF MISERY IN CONTESTING MY COMPLAINT TO PRESENT DATE , NOW I WANT TO MAKE SURE YOU KNOW THE MISERY YOU TONY KRISNA SENIOR INVESTACTOR AND THERE WILL NEVER BEAT YOU HAVE MADE WITH SUIRE PATTON BOGGS WAS WORTH IT IN THE LONG RUN AND SAME WITH YOUR TEAM LEADER JANE STEPHENS ; YOU WILL SEE I FORWARDING THIS TO NEW PENSION OMBUDSMAN ANTHONY ARTER , I WILL BE REQUESTING A ORAL HEARING IF NEEDED , COMPLAINER , peter still

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From: [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)

To: [anthony.arter@pensions-ombudsman.org.uk](mailto:anthony.arter@pensions-ombudsman.org.uk)

Subject: RE: RE-PO-1491 PETER STILL - TESCO

Date: Fri, 5 Jun 2015 14:20:57 +0100

hi anthony appreciate reply below , as yet i have not had any correspondence from tony krisha regards extension until 26/06/2015 , i can guartnee i know how the pension ombudsman rules and i know that i have a lot to lose regards my complaint , i am making serious allegations of misconduct against 2 of your senior staff members and i want you to be aware how serious this is , i intend to send to you directly my response to tonys krishna opinion dated 20/05/2015 and i will explain in detail what i dont agree with , what should have happened and how much is at stake and 800,000 is a rough estimate , i will send this to you as soon as possible and you can share this with mr krishna , i will send this recorded delivery to you asap , and email you when i have sent this , kindest regards peter still

---

**From:** peter still [<mailto:peterstill1969@hotmail.co.uk>]

**Sent:** 12 June 2015 23:01

**To:** Anthony Arter; enquiries; Tony Krishna

**Subject:** FW: RE-PO-1491 PETER STILL - TESCO

mr arter , i phoned your office today and asked to speak to someone regards my complaint , against tesco and my conduct complaint against tony krishna and jane stephens , i was told i would be called back , i record all phone calls , i need more time as i have to get a lawyer to look at the situation ive been put in , now i can assure you that i wont be letting this go , ive sent you the opinion i was sent by tony krishna and where is the information im asking for in the email below , you have not contacted me regards this and that just makes me think you are trying to ignore me , and this is making my health worse , im asking for a oral hearing again , and i need until 10/07/2015 to get legal help from mental health legal team at SAMH , mr krishna gave tesco from the 27/01/2015 until 16/04/2015 before getting a reply to my complaint , can you reply to this email , asap , regards peter still

---

**From:** [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)

**To:** [anthony.arter@pensions-ombudsman.org.uk](mailto:anthony.arter@pensions-ombudsman.org.uk)

**Subject:** FW: RE-PO-1491 PETER STILL - TESCO

**Date:** Wed, 10 Jun 2015 18:56:40 +0100

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**From:** [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)

**To:** [anthony.arter@pensions-ombudsman.org.uk](mailto:anthony.arter@pensions-ombudsman.org.uk)

**Subject:** FW: RE-PO-1491 PETER STILL - TESCO

**Date:** Tue, 9 Jun 2015 13:36:43 +0100

hi anthony i sent you the opinion i received from tony krishna yesterday , i received the documents today that mr krishna and these dont contain what i was requesting , ie process before coming to pension ombudsman internal dispute resolution 1 or 2 pension advisory service or any of pension ombusman process , it does not explain , limited ill health ie tesco to offer me another job , industrial injury benefit , i have not been sent the scheme rules , plus no mention of losing my



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**RE: RE-PO-1491 PETER STILL - TESCO**

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From: **Tony Krishna** (Tony.Krishna@pensions-ombudsman.org.uk)  
Sent: 15 June 2015 08:48:44  
To: peter still (peterstill1969@hotmail.co.uk)  
Cc: Anthony Arter (anthony.arter@pensions-ombudsman.org.uk); Jane Stephens (Jane.Stephens@pensions-ombudsman.org.uk); Simon O'Brien (simon.o'brien@pensions-ombudsman.org.uk)

Dear Mr Still

Thank you for your email addressed to both Anthony Arter and me.

I can confirm that the deadline for your response has been extended to 10 July 2015, as you have requested. However, this will be the last extension and we expect to receive your response before the end of business on 10 July 2015.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**

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**RE: RE-PO-1491 PETER STILL - TESCO**

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From: **Tony Krishna** (Tony.Krishna@pensions-ombudsman.org.uk)  
Sent: 15 June 2015 09:55:15  
To: peter still (peterstill1969@hotmail.co.uk)  
Cc: Anthony Arter (anthony.arter@pensions-ombudsman.org.uk); Jane Stephens (Jane.Stephens@pensions-ombudsman.org.uk); Simon O'Brien (simon.o'brien@pensions-ombudsman.org.uk)

Dear Mr Still

Thank you for your email.

I have earlier today agreed to extending the deadline for your response to the Opinion to 10 July.

You have referred the Ombudsman to the Opinion and asked him for the information requested in your email of 9 June 2015. Prior to reviewing the Opinion, it is not within our process for the Ombudsman to respond to questions or requests for information. Once you have provided us with your full response to the Opinion, all your queries will be taken into account by the Ombudsman in reaching his decision.

With regard to your request for oral hearing, we have considered the matter carefully but I am sorry to say that we do not feel that it is necessary to have one.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**

Pensions Ombudsman Service





Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: Misc-9099

11 June 2015

Dear Mr Still

**Your complaint**

Thank you for your various e-mail communications. They have been handed to me as it appears that you wish to complain about the way in which we are dealing with your case.

It is clear that the investigation is ongoing and that it is currently being progressed with some pace. I suggest that you await the final outcome of the investigation, which appears to be nearing its conclusion, prior to engaging in a formal complaint process.

If you still wish to complain then we will deal with whatever arises at that time.

Yours sincerely

**Simon O'Brien**  
Chief Executive

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**RE: RE-PO-1491 PETER STILL - TESCO**

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From: **peter still** (peterstill1969@hotmail.co.uk)

Sent: 17 June 2015 16:52:46

To: Tony Krishna (tony.krishna@pensions-ombudsman.org.uk)

tony today i got a letter dated 11/06/2015 , from simon obrien , chief exective ref-misc-9099 , regards complaint , and it was 2nd class post , as simon obrien states it appears that i wish to complain about the way in which we were dealing with my case , are you aware of this , in relation to email below , appreciate the extended time till 10/07/2015 for my response to your opinion , 20/05/2015 , i hope to have a response before that date , the quicker the better as its not good for my health having to deal with this ongoing nightmare because that what it is a nightmare , update you asap , kindest regards peter still

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**RE: RE-PO-1491 PETER STILL - TESCO**

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From: **Tony Krishna** (Tony.Krishna@pensions-ombudsman.org.uk)

Sent: 18 June 2015 07:40:48

To: peter still (peterstill1969@hotmail.co.uk)

Dear Mr Still

Thank you for your email.

I am aware of Simon O'Brien's letter of 11 June 2015. Once the investigations into your complaint against Tesco has been finalised, Mr O'Brien will deal with any service complaint you may have on the way we have dealt with your case.

I look forward to receiving your response to my opinion of 20 May 2015.

Yours sincerely

**Tony Krishna | Senior Investigator | 020 7630 2218**

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## RE: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS

From: **Tony Krishna** (Tony.Krishna@pensions-ombudsman.org.uk)  
Sent: 18 June 2015 16:12:58  
To: peter still (peterstill1969@hotmail.co.uk)

Dear Mr Still

Thank you for your email which I found in my junk email folder.

In your email you have asked me to "put" the Opinion unchanged to the Ombudsman, Anthony Arter. Can you please confirm that you do not have any further comments to make on my Opinion dated 20 May 2015. In added, can you also confirm that you do not need the extension I gave you to the 10 July 2015 to respond to my Opinion.

You say in your email "ALL QUESTIONS WILL BE ANSWERED BUT [I presume that you mean **by**] SIMON OBRIEN CHIEF EXECUTIVE ALSO END OF BUSINESS FRIDAY 19/06/2015". As I stated in my earlier email to you today, Mr O'Brien will be dealing with your service complaint once your complaint against Tesco is finalised. Your timescale for Mr O'Brien to give you a response to your service complaint cannot realistically be met for the reasons given below.

Even if I am able to review the case and pass it to Mr Arter by today, it is not reasonable to expect him to review my opinion (and assuming that he agrees with it) and arrange for the final determination to be issued before the end of business tomorrow. In addition, Mr O'Brien will have to write to you, after the final determination is issued, asking you to outline your service complaint so that he may consider it.

I look forward to hearing from you.

Yours sincerely



[laura.mclellan@squiresanders.com](mailto:laura.mclellan@squiresanders.com); [judith.nelson@uk.tesco.com](mailto:judith.nelson@uk.tesco.com)  
Subject: FW: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS  
Date: Fri, 19 Jun 2015 07:02:30 +0100

DEAR MR KRISHNA , I WILL DEAL WITH THE ISSUES RAISED IN EMAIL BELOW , (1) i dont believe the email i sent on 17/06/2015 was in your junk folder , from 27/05/2015 cont to 18/06/2015 you have been digging a big massive hole , been cherry picking parts of emails , being untruthfull , stated on 3/06/2015 , that you had changed my complaint to include tesco and not the trustees , you will recall that i asked paul strachen for a copy of my complaint form dated 07/05/2015 , i never received this due to email being password protected , i only got this when you sent my documents on 09/06/2015 , now you take a look at that form which was completed by me and david jacobs of the TPAS, and it was passed then to paul strachen ,I now in that form where does it say my complaint was against the trustees , and not tesco , YOU SEEM TO THINK THAT YOU WILL BE REVIEWING YOUR OPINION OF 20/05/2015 , AS EXPLAINED IN ABOVE EMAIL THAT I CAN ASSURE YOU WONT BE HAPPENING I WILL BE CONTACTING DAVID JACOBS REGARDS YOUR LIES IN RELATION TO THIS , ALSO PAUL STRACHEN , (2) YOU WILL NOT BE FINALISING MY COMPLAINT AND I WILL NOT BE WAITING ANY LONGER THAN 15,30PM TODAY BEFORE YOU AND MS STEPHENS WILL BE INVESTAGATED IE TODAY I WILL BE CONTACTED MR OBRIEN , THIS TIME TO MAKE SURE YOUR INVOLVEMENT IS ENDED TODAY REGARDS MY COMPLAINT , ALSO SENDING RECORDED DELIVER THE DOCUMENTS THAT CONFIRM ABOVE ISSUES , (3) you have until the time i have stated to review the content of this email , and i will forward this to mrs laura mclellan , ms sthephens , and your good self mr krishna , UNTIL 3,30PM TODAY 19/06/2015 YOU HAVE THAT TIME TO GO AND DECIDE

7

6/30/2015 9:37 PM

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IF YOUR TIME IS COMING TO A END AT THE PENSION OMBUDSMAN , NOW I WILL GIVE YOU AND THE OTHERS INVOLVED TO COME BACK BEFORE 3,30PM TODAY WITH A OFFER OF COMPENSATION , COMP, AGREEMENT AND IF NOT , I MAKE IT VERY CLEAR TO YOU NOT TO CONTACT ME AFTER THAT TIME , I HOPE YOU UNDERSTAND , A LOT OF COMPENSATION TAX FREE LUMP SUM , final email unless offer of money ,. if you have trouble understanding this then ask laura or jane what they think , you have a lovely day mr krishna , kindest regards peter t w still

---

From: Tony.Krishna@pensions-ombudsman.org.uk  
To: peterstill1969@hotmail.co.uk  
Subject: RE: RE-PO-1491 PETER STILL - TESCO  
Date: Fri, 19 Jun 2015 08:18:59 +0000

Dear Mr Still

Thank you for all your emails which you sent today.

I will now proceed with a post-opinion review of your case and, if I have not changed my conclusions, I will refer the matter to the Pensions Ombudsman for his decision on the matter.

Yours sincerely

Tony Krishna | Senior Investigator | 020 7630 2218

6/30/2015 9:47 PM



**From:** peter still [mailto:peterstill1969@hotmail.co.uk]

**Sent:** 19 June 2015 15:16

**To:** Simon O'Brien; Anthony Arter

**Subject:** FW: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS

mr obrien and mr arter , i demand that you begin a conduct complaint , against mr krishna and ms stephens , regards my complaint , this mr krishna has continued to email me when i have told him not too and you and mr arter are sitting back and doing nothing and instead he continues to put both your names in these emails , as stated below i will send recorded delivery to mr obrien on monday , 22/06/2015 , as regards the complaint against tesco stores ltd , a lawyer from the legal service agency will be contacted you before the 10/07/2015 after she has had time to go through the 600 pages that was contined in my file that i didnt receive until 09/06/2015 , NOW YOU MAKE SURE THAT MR KRISHNA DOSE NOT CONTACT ME AGAIN , IVE STATED THIS WAS AFFECTING MY HEALTH AND HAVING TO DEAL WITH HIS CONSTANT HARRASMENT MAKING MY MENTAL HEALTH WORSE , I WILL BE GOING TO PHSICATRIC NURSE TO GET HER TO PUT THIS IN WRITING , I HOPE I HAVE MADE YOU LOOK AT THE BIGGER PICTURE , I REPEAT IT JUST IN CASE, MAKE SURE MR KRISHNA DOES NOT CONTACT ME AGAIN I WILL FORWARD ANOTHER EMAIL I GOT OFF HIS THIS MORNING ,  
regards peter still ,

---

From: [simon.o'brien@pensions-ombudsman.org.uk](mailto:simon.o'brien@pensions-ombudsman.org.uk)

To: [peterstil1969@hotmail.co.uk](mailto:peterstil1969@hotmail.co.uk); [anthony.arter@pensions-ombudsman.org.uk](mailto:anthony.arter@pensions-ombudsman.org.uk)

Subject: RE: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS

Date: Fri, 19 Jun 2015 15:25:56 +0000

Mr Still,

You will no doubt now be in receipt of my letter that gives some useful advice in relation to your complaint in relation to Mr Krishna and Ms Stephens.

I will await your further communication that you say will arrive on 22/06/2015.

Simon O'Brien

Simon O'Brien | Chief Executive Officer | 020 7630 2231

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6/30/2015 9:37 PM



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## Re: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS

From: **Simon O'Brien** (simon.o'brien@pensions-ombudsman.org.uk)  
Sent: 22 June 2015 16:03:44  
To: peter still (peterstill1969@hotmail.co.uk)

Mr Still,  
That all appears fine.  
Regards.  
Simon O'Brien

**Simon O'Brien | Chief Executive Officer | 020 7630 2231**

Pensions Ombudsman Service

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On 22 Jun 2015, at 15:51, peter still <[peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)> wrote:

hi simon , was at lawyers today , in regards to my complaint and i have been advised to complete the investigation as you have already advise in the letter of 11/06/2015 , the reply to mr krishna opinion will be sent to him by 10/07/2015 , so that he can review the his opinion dated 20/05/2015 , it will be sent recorded delivery no later than friday 10/07/2015 can you confirm that this will be ok and advise mr krishna , kindest regards peter still ,

---

From: [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)  
To: [simon.o'brien@pensions-ombudsman.org.uk](mailto:simon.o'brien@pensions-ombudsman.org.uk)  
Subject: RE: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS  
Date: Fri, 19 Jun 2015 17:08:06 +0100

thanks for reply , i will send this hopefully tommorow simon , i will send this to yourself recorded delivery and tell you when its on way , be tuesday 23/06/2015 , at latest , regards peter still

Subject: RE: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS

Date: Mon, 22 Jun 2015 15:59:41 +0000

Dear Mr Still

I have referred the matter back to the Ombudsman and the Chief Executive for their decision.

I did what you asked me to do in your email of 17 June, which was to put the opinion unchanged to the Ombudsman.

I really have nothing further I would like to say on this matter.

Yours sincerely

Tony Krishna | Senior Investigator | 020 7630 2218

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Regards.  
Simon O'Brien

**Simon O'Brien | Chief Executive Officer | 020 7630 2231**

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---

From: [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)  
To: [simon.o'brien@pensions-ombudsman.org.uk](mailto:simon.o'brien@pensions-ombudsman.org.uk)  
Subject: RE: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS  
Date: Fri, 19 Jun 2015 17:08:06 +0100

thanks for reply , i will send this hopefully tommorow simon , i will send this to yourself recorded delivery and tell you when its on way , be tuesday 23/06/2015 , at latest , regards peter still

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## FW: RE-PO-1491 PETER STILL - TESCO

From: peter still (peterstill1969@hotmail.co.uk)

Sent: 29 June 2015 11:28:10

To: niall.mcdermott@pensions-ombudsman.org.uk (niall.mcdermott@pensions-ombudsman.org.uk)

---

From: peterstill1969@hotmail.co.uk

To: paul.strachan@pensions-ombudsman.org.uk; ian.dartnell@pensions-ombudsman.org.uk;  
rajan.bhundia@pensions-ombudsman.org.uk

Subject: FW: RE-PO-1491 PETER STILL - TESCO

Date: Mon, 29 Jun 2015 11:24:29 +0100

as you have been involved in my complaint you should be aware of pending investigation regards my complaint , tony krishna , jane stephens and simon obrien i will send another email that covers the issues - regards peter still

---



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## FW: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS

From: peter still (peterstill1969@hotmail.co.uk)

Sent: 30 June 2015 16:46:59

To: simon po (simon.o'brien@pensions-ombudsman.org.uk); jane.stephens@pensions-ombudsman.org.uk (jane.stephens@pensions-ombudsman.org.uk); pomb (anthony.arter@pensions-ombudsman.org.uk); Nelson, Judith (judith.nelson@uk.tesco.com); McLellan, Laura nee Walsh (laura.mclellan@squiresanders.com)

( without prejudice) mr obrien , let me put to you a way this can be sorted , at present i know i have enough evidence to bring the pension ombudsman to its knees , so i am willing for you mr obrien to contact tesco ie mrs mclellan at squire patton boggs , and to come back with a offer of a tax free lump sum as a compromise agreement , will give you until tommorow 01/07/2015 , close of buisness to contact me with either mr arters contact number or an offer from tesco regards peter still

---

From: peterstill1969@hotmail.co.uk

To: simon.o'brien@pensions-ombudsman.org.uk; jane.stephens@pensions-ombudsman.org.uk; anthony.arter@pensions-ombudsman.org.uk; enquiries@pensions-ombudsman.org.uk

Subject: FW: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS

Date: Tue, 30 Jun 2015 16:22:53 +0100

mr obrien , why have you not given me the information i have asked for ie mr arters direct contact number regards peter still

---

From: peterstill1969@hotmail.co.uk

To: tony.krishna@pensions-ombudsman.org.uk; simon.o'brien@pensions-ombudsman.org.uk; anthony.arter@pensions-ombudsman.org.uk; jane.stephens@pensions-ombudsman.org.uk

Subject: FW: RE-PO-1491 PETER STILL - TESCO STORES LTD AND OTHERS

Date: Tue, 30 Jun 2015 11:50:46 +0100

mr obrien , please provide me the phone number of mr arter , so i can contact him directly , the email i received on the 5/06/2015 from mr arter , i dont believe it was from mr arter but another member of your staff , last paragraph of that email gives it away by saying issues regards an employment tribunal , it was tesco that put forward the employment tribunal i have never mentioned employment tribunal never , mr tony krishna has been paid by tesco to try and make my complaint go away , and you and ms stephens are covering and im sick of this , mr krishna has been desperate regards emails below to try and make this go away , i want to make a complaint against you simon obrien , mr krishna and ms stephens , as i say want direct contact number of ombudsman asap peter still

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## Your email regarding the Pensions Ombudsman's investigate (PO-1491)

From: **Tony Attubato** (Tony.Attubato@PensionsAdvisoryService.org.uk)  
Sent: 02 July 2015 10:43:20  
To: 'peterstill1969@hotmail.co.uk' (peterstill1969@hotmail.co.uk)

Dear Mr Still

Thank you for your email of 1 July.

I hope you will appreciate that we cannot comment while your complaint is being investigated by the Pensions Ombudsman Service. I'm sure the Pensions Ombudsman Service will in due course respond to any concerns you have.

Regards,

**Tony Attubato**

**Head of Dispute Resolution**

Twitter: [@TPASNews](#)

Facebook: [/pensionsadvisoryservice](#)

Pensions helpline: **0300 123 1047** General Office: **020 7630 2250**

Website: [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

Give us feedback: [www.pensionsadvisoryservice.org.uk/about-us/feedback-on-our-service](http://www.pensionsadvisoryservice.org.uk/about-us/feedback-on-our-service)

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Regards,

**Tony Attubato**

**Head of Dispute Resolution**

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Facebook: [/pensionsadvisoryservice](#)

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Website: [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

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Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

3 July 2015

Dear Mr Still

**Tesco PLC Pension Scheme**

Thank you once again for your various e-mail communications.

As I have previously stated- the investigation is ongoing and is currently being progressed with some pace. I suggest that you await the final outcome of the investigation, which appears to be nearing conclusion, then we will be in a position to look at matters in the round.

Yours sincerely

**Simon O'Brien**  
Chief Executive

simon.o'brien@pensions-ombudsman.org.uk



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## RE: Your email regarding the Pensions Ombudsman's investigate (PO-1491)

From: **Tony Attubato** (Tony.Attubato@PensionsAdvisoryService.org.uk)  
Sent: 03 July 2015 12:10:46  
To: 'peter still' (peterstill1969@hotmail.co.uk)

I'm sorry Mr Still but I do not have Mr Arter's number.

Regards,

Tony Attubato

---

**From:** peter still [mailto:peterstill1969@hotmail.co.uk]  
**Sent:** 02 July 2015 12:37  
**To:** Tony Attubato  
**Subject:** RE: Your email regarding the Pensions Ombudsman's investigate (PO-1491)

thank you mr attubato for your reply , would you be able to provide me with mr arters direct call phone number ive phoned and they wont let me speak to him or give me his number, ive sent emails and no response dont trust anyone at there office as you will see in the emails i sent to david jacobson from your office as he helped me and gave paul strachan my documents and fill in my application thats why i contacted you emailed everyone who has dealt with me in the process and no response , i will not say i have contacted you or anyone at ptsa just want mr arters number kindest regards peter still

---

From: Tony.Attubato@PensionsAdvisoryService.org.uk  
To: peterstill1969@hotmail.co.uk  
Subject: Your email regarding the Pensions Ombudsman's investigate (PO-1491)  
Date: Thu, 2 Jul 2015 09:43:09 +0000

Dear Mr Still





**CIVIL LEGAL  
ASSISTANCE OFFICE**  
Edinburgh

Our Ref: C10375

Mr Peter Still  
84 Plessey Road  
Bathgate  
EH48 2XP

2<sup>nd</sup> Floor, 8 Picardy Place,  
Edinburgh, EH1 3JT  
LP-2, EDINBURGH 27

**Tel:** 0131 240 1960  
**Fax:** 0131 558 9859  
**Email:** [info@pvs.slab.org.uk](mailto:info@pvs.slab.org.uk)

15<sup>th</sup> June 2015

Dear Mr Still

**Contact with this Office – Our Reference: C10375**

We acknowledge receipt of your telephone call of 15<sup>th</sup> June 2015.

This is a standard letter that we send to people who have contacted us, to explain more about our referral service. All enquiries to our service are dealt with in date order unless they are of an emergency or urgent nature, such as an imminent court date. We may already have spoken to you since you first got in touch, and we may have explained things to you. If not we should explain that on a daily basis we have to assess and prioritise the referral work we do. While we will do what we can to get in touch with you as soon as possible, sometimes we are not able to get back as quickly as would be ideal, especially if emergency work arises. We have the information you gave us about any timescale that applies to you, and we shall be in touch with you within a period to accommodate this and no later than 7 days. If, however, during that time -

**a court date becomes imminent; or**

**matters appear to become more urgent for any other reason; or**

**urgent protective orders become necessary**

**please contact us again and quote the reference number above.**

There is nothing to prevent you continuing to seek to engage a solicitor yourself and in fact that may be beneficial. You may also obtain assistance in finding a solicitor from the Law Society of Scotland. If you do manage to instruct a solicitor please let us know so that we can stop the referral process.

**Solicitors:**

~~Julia Donnelly~~  
Hazel Bon  
Mary-Claire Kelly  
Jennifer Laughland  
Eilidh Meikle

**For more information visit:**  
[www.cla.org.uk](http://www.cla.org.uk)

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We enclose a copy of our explanatory leaflet "The Civil Legal Assistance Office & You" setting out the nature and extent of our service.

We look forward to assisting you with your enquiry shortly.

Yours sincerely

*Civil Legal Assistance Office Edinburgh*

Civil Legal Assistance Office

Enc

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## FW: FINAL OFFER OF IN RELATION , PETER STILL V TESCO PLC AND ALL THOSE NAMED, EMAIL 3

From: **peter still** (peterstill1969@hotmail.co.uk)

Sent: 06 July 2015 08:19:31

To: legalhelpline@pensions-ombudsman.org.uk (legalhelpline@pensions-ombudsman.org.uk);  
enquiries@pensions-ombudsman.org.uk (enquiries@pensions-ombudsman.org.uk)

---

From: peterstill1969@hotmail.co.uk

To: simon.o'brien@pensions-ombudsman.org.uk; anthony.arter@pensions-ombudsman.org.uk;  
tony.krishna@pensions-ombudsman.org.uk; judith.nelson@uk.tesco.com;  
laura.mclellan@squiresanders.com; claire.wickham@squirepb.com; jane.stephens@pensions-  
ombudsman.org.uk; niall.mcdermott@pensions-ombudsman.org.uk; mairi.spiby@pensions-  
ombudsman.org.uk; rashad.queishi@pensions-ombudsman.org.uk; anthony.krishna@pensions-  
ombudsman.org.uk; adam.summerfield@pensions-ombudsman.org.uk

Subject: FINAL OFFER OF IN RELATION , PETER STILL V TESCO PLC AND ALL THOSE  
NAMED, EMAIL 3

Date: Mon, 6 Jul 2015 07:57:36 +0100

MR OBRIEN , RECEIVED YOUR LETTER DATED 3/07/2015 , JUST TO MAKE YOU AWARE THAT , I DONT WANT YOU OR ANYONE ELSE FROM YOUR OFFICE TO CONTACT MYSELF IN RELATION TO PO-1491, PETER STILL V TESCO PLC , PENSION OMBUDSMAN MAN NUMEROUS STAFF , AS I HAVE MADE YOU AWARE FROM THE 27/05/2015 CONTINUED WEEKS OF MISERY , MENTAL HEALTH AND MAKING YOU AWARE ALONG WITH MR ARTER , THAT MS STEPHENS AND MR TONY KRISHNA CONTINUED TO ABUSE MY MENTAL HEALTH AND WAS THINKING OF ENDING MY LIFE , AND BOTH YOU AND MR ARTER DID NOTHING , NOW MR OBRIEN I WAS TOLD BY MY LAWYER TO ASK IF YOU WOULD HAVE LET YOUR STAFF IN YOUR POSITIONS IN NUMEROUS POLICE FORCES AND RISING UP TO THE HIGHEST POSITIONS IN IRELAND AND UK , TO SIT BACK AND INDEED JOIN IN AS I HAVE MADE YOU AWARE NUMEROUS TIMES HOW THIS WAS AFFECTED ME , AND YOUR LETTER DATED 03/07/2015 SHOWS THAT YOU WERE WILLING TO CONTINUE ABUSING MY MENTAL HEALTH , NOW IF YOU HAVE DONE THIS TO MYSELF AND BEEN IN THE JOB SINCE FEBUARY 2015 , HOW MANY TIMES HAVE YOU DONE THE SAME IN OVER 30 YRS IN THE IRISH AND UK POLICE FORCE , TO ME PERSONNELY I HOPE YOU AND ALL THE REST OF YOUR STAFF ROT IN HELL , NOW I HAVE TOLD YOU ALL ALONG WHAT WOULD BE HAPPENING BUT YOU SEEM TO THINK YOU CAN DO AS YOU PLEASE , I CAN ASSURE YOU I WILL MAKE SURE YOUR REPUTATION IS RUINED AND THIS SPECIAL JOB THEY HAVE CREATED FOR YOU AT THE PENSION OMBUDSMAN WILL BE COMING TO A END VERY SHORTLY , AND I THINK YOUR NEXT LETTER YOU SHOULD BE WRITING IS YOUR RESIGNATION ALONG WITH THOSE OF MR ARTER , MS STEPHENS , MR TONY KRISHNA , I WILL BE SENDING THOSE WHO I HAVE BEEN WAITING TO INVOLVE , MAIRI SPIBY , SENIOR MANAGER , ANOTHER EX DEPUTY CHIEF INSPECTOR AND MR TONY KRISHNA SENIOR MANAGER



,MR ANTHONY KRISHNA , MR RASHAD QURESHI SENIOR INVESTAGATOR , AND MR ADAM SUMMERFIELD LAWYER AT THE PENSION OMBUDSMAN , DEPUTY OMBUDSMAN KAREN JOHNSON , WHO WILL BE IN ON THE 07/07/2015 , AS REGARDS ALL THE LOW LIFE AT SQIRE PATTON BOGGS AND ALL AT TESCO THEY WILL BE PAYING A LOT MORE THAN MR TONY KRISHNA GOT FOR SELLING NOT ONLY HIS SOUL BUT ALL THOSE WHO WORKED WITH HIM WHO KNEW WHAT WAS GOING ON AND DID NOTHING AS STATED MR S OBRIEN DO NOT CONTACT ME AGAIN , HOPE YOU ROT IN THE SEWAR WITH ALL THE OTHER RATS ,, LOWEST OF THE LOW , yours sincerely peter still

---

From: peterstill1969@hotmail.co.uk  
To: paul.strachan@pensions-ombudsman.org.uk; niall.mcdermott@pensions-ombudsman.org.uk; rajan.bhundia@pensions-ombudsman.org.uk; ian.dartnell@pensions-ombudsman.org.uk  
Subject: FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Fri, 3 Jul 2015 16:15:27 +0100

update

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From: peterstill1969@hotmail.co.uk  
To: laura.mclellan@squiresanders.com; judith.nelson@uk.tesco.com  
Subject: FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Fri, 3 Jul 2015 16:13:43 +0100

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From: peterstill1969@hotmail.co.uk  
To: tony.krishna@pensions-ombudsman.org.uk  
Subject: FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Fri, 3 Jul 2015 16:13:00 +0100

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From: peterstill1969@hotmail.co.uk  
To: jane.stephens@pensions-ombudsman.org.uk  
Subject: FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr  
Date: Fri, 3 Jul 2015 16:12:26 +0100

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From: peterstill1969@hotmail.co.uk  
To: anthony.arter@pensions-ombudsman.org.uk  
Subject: FW: URGENT FROM PETER STILL TO ANGELA HOLDEN , mike martin , julie mellor , russell barr



Pensions  
Ombudsman  
Service

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: Misc-9099

9 July 2015

Dear Mr Still

**Your complaint**

I was previously writing to you in relation to numerous e-mails and telephone contacts that my office and other colleagues in other organisations have received from you. I withdrew my reply today as I am now fully apprised of a further communication by e-mail from you today at around 1pm where your tone language and content was totally unacceptable.

My staff and fellow colleagues will be treated with utmost respect at all times by all who communicate with them on the telephone, by e-mail or by letter. Your communication fell below any form of acceptable standard.

I will make a very clear point. You will not be allowed contact with Anthony Arter the Pensions Ombudsman by telephone. There are very good reasons for that position that I was going to explain in the previous communication that I have now withdrawn.

You may speak with me personally on the telephone where I repeat this very blunt message. You will not communicate in any way that is offensive or insulting or we will immediately cease all contact with you in the future.

As I have previously stated your case is soon to be concluded. I suggest you await its outcome.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Simon O'Brien', written over a horizontal line.

**Simon O'Brien**  
Chief Executive





Pensions  
Ombudsman  
Service

Mr P Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Our Ref: PO-1491

13 July 2015

Dear Mr Still

**Tesco PLC Pension Scheme**

I refer to your email dated 12 July 2015 addressed to Mr O'Brien who has asked me to respond on his behalf. We acknowledge your apology.

I refer to Tony Krishna's letter of 20 May 2015 enclosing his opinion on your complaint against Tesco.

Mr Krishna explained in his letter that if we did not hear from you by 15 June 2015, our investigation would come to an end. This deadline was subsequently extended until 10 July 2015. We have not heard from you and would therefore confirm that our investigation has ended.

Tesco has been advised that our investigation into your complaint has ended.

Yours sincerely

**Jane Stephens**  
Team leader

020 7630 2225  
jane.stephens@pensions-ombudsman.org.uk

---

Telephone: 020 7630 2200  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

11 Belgrave Road  
London  
SW1V 1RB

LSA

**Brown & Co Solicitors**

at Legal Services Agency

Sir

Mr Peter Still  
84 Plessey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

3<sup>rd</sup> Floor, Princes House  
5 Shandwick Place  
Edinburgh EH2 4RG  
(DX ED 231-1)

Tel: 0131 228 9993  
Fax: 0131 228 9994

Email: [Isaedin@lsa.org.uk](mailto:Isaedin@lsa.org.uk)  
Web: [www.lsa.org.uk](http://www.lsa.org.uk)

9 November 2015

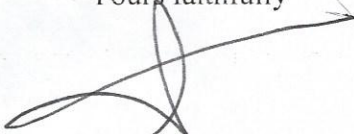
Dear Sir

**COMPLAINT RE PENSION**

I refer to the above and to previous email correspondence. As stated in my email to you of 9 November 2015, we currently do not have the capacity or expertise to deal with your case. Accordingly, I am returning herewith your papers and recommend that you contact the Law Society of Scotland on 0131 226 7411 to find a specialist in the pension area.

I apologise for the delay and inconvenience. I am sorry that we are unable to help you at this time, should you require any further assistance once you have contacted the Law Society of Scotland, please do not hesitate to contact me.

Yours faithfully



**SARAH RRENTICE**  
Solicitor





Legal Services Agency is a charity and a law centre tackling the unmet legal needs of those in disadvantage. It has four offices in three cities.

Legal Services Agency's solicitors provide advice, assistance and representation in all relevant courts and tribunals.

For more information, check our website [www.lsa.org.uk](http://www.lsa.org.uk) or telephone 0141 353 3354 or freephone 0800 316 8450. Main office: Fleming House, 134 Renfrew Street, Glasgow, G3 6ST

**LSA's projects include the following:**

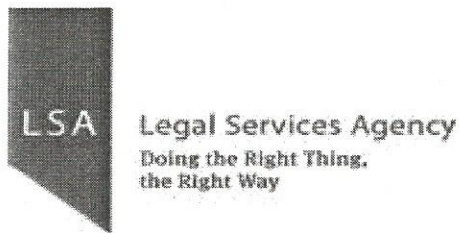
- Prevention of homelessness/defended eviction/defending mortgage repossession cases and other social welfare law problems.
  - In Glasgow and the rest of Scotland, telephone 0141 353 3354 or freephone 0800 316 8450
  - In Royston/North East Glasgow, telephone 0141 770 7869
  - In Greenock/Inverclyde, telephone 01475 725665
- Advice and representation in all areas of civil law for those with mental ill health, dementia, incapacity or acquired brain injury, their relatives and carers.
  - In Glasgow and the rest of Scotland, telephone 0141 353 3354 or freephone 0800 316 8450.
  - In Edinburgh and the Lothians, telephone 0131 228 9993.
- Advice and representation for young people from abroad living anywhere in Scotland (particularly refugee, asylum seeking and migrant young people).
  - Telephone 0141 353 3354 or freephone 0800 316 8450
- Advice and representation for refugee, asylum seeking and migrant women and children who have experienced violence. Clients from anywhere in Scotland.
  - Telephone 0141 353 3354 or freephone 0800 316 8450
- Seminars and conferences
  - Check LSA's website on [www.lsa.org.uk](http://www.lsa.org.uk), email [seminars@lsa.org.uk](mailto:seminars@lsa.org.uk) or telephone 0141 354 1274 (or main switchboard 0141 353 3354).
- Publications
  - Phone 0141 353 3354 or email [lsa@btconnect.com](mailto:lsa@btconnect.com).

# RE: Appointment

Sarah Prentice

Tue 10/11/2015 10:57

To: 'peter still' <peterstill1969@hotmail.co.uk>;



Dear Mr Still,


I apologise for the cancelation of your appointment, I myself had to take a leave of absence due to sick leave can meet with you on Wednesday 2<sup>nd</sup> December 2015, which is my earliest availibilty. If that is no use to yo recommend that you call the law society on 0131 226 7411 to find a solicitor. I could arrange to have your documents sent to you.

I apologise for any delay or inconvenience caused.

Sarah Prentice

Solicitor  
Brown and Co Solicitors at LSA ltd  
Princes House  
5 Shandwick Place  
Edinburgh  
EH2 4RG

Tel: 0131 228 9993  
Fax: 0131 228 9994

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Legal Services Agency's solicitors, through Brown & Co., provide advice, assistance and representation in all relevant courts and tribunals.

For more information, check our website [www.lsa.org.uk](http://www.lsa.org.uk) or telephone 0141 353 3354 or freephone 0800 31 8450. Main office: Fleming House, 134 Renfrew Street, Glasgow, G3 6ST.

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- Advice and representation in all areas of civil law for those with mental ill health, dementia, incapac or acquired brain injury, their relatives and carers (offices in Edinburgh 0131 228 9993 and Glasgow 0141 35 3354).
- Advice and representation for refugee, asylum seeking or migrant young people (under 25) living in Scotland..
- Advice and representation for refugee, asylum seeking or migrant women in Scotland who have experienced violence.

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---

**From:** peter still [mailto:[peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)]

**Sent:** 09 November 2015 22:01

**To:** Sarah Prentice

**Subject:** Re: Appointment

could you please let me know what is happening regards my pension . peter still v tesco stores ltd PO1491 got a call in august saying lawyer was not well had to cancel not heard anything since th claim is worth at least 200 THOUSAND POUNDS , THATS NEARLY 6 MONTHS AND YOU HAVE NOT DI ANYTHING SICK OF THIS AFFECTING MY MENTAL HEALTH WORSE SO PLEASE LET ME KNOW ASAP THANK YOU peter still

---

**From:** Sarah Prentice <[SarahPrentice@lsa.org.uk](mailto:SarahPrentice@lsa.org.uk)>

**Sent:** 27 July 2015 09:36

**To:** 'peterstill1969@hotmail.co.uk'

**Subject:** Appointment



Dear Mr Still,

I apologise for your recent difficulties in obtaining an appointment with our office. As you might be aware, we are working at full capacity at the moment and availability is an issue. I would like to offer you an appointment at our Edinburgh Office on Wednesday 26 August at 11am which is my first availability. Unfortunately, I will be able to look at your documents until then. Please let me know if this is suitable for you?

Sarah Prentice

Solicitor

Brown and Co Solicitors at LSA Ltd

Princes House

5 Shandwick Place

Edinburgh

EH2 4RG

Tel: 0131 228 9993

Fax: 0131 228 9994



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## Legal Services Agency

Legal Services Agency, Glasgow. 187 likes · 6 talking about this.

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LSA: Tackling Unmet Legal Needs



# Re: Appointment

peter still

Tue 10/11/2015 21:08

To: Sarah Prentice <SarahPrentice@lsa.org.uk>;

do you think im some kind of fool , want your managers contact number and i want a meeting with or her , ioll have your legal practice license for this or you will tyake on my case , be contacting civil legal tommorow abou\ty this you should be ashamed of yoursaelf going to email you some infoprmtion about other legal matter left to do myself , peter still

---

**From:** Sarah Prentice <SarahPrentice@lsa.org.uk>

**Sent:** 10 November 2015 11:02

**To:** 'peter still'

**Subject:** RE: Appointment



Dear Mr Still,

I have had an opportunity to discuss this matter with my manager. It is our position that we do not have the specialist expertise to deal with a case involving pension law at this present time. As such, it is recommended that you contact the law society to find a relevant expert in pension law on 0131 226 7411. I will arrange to your documents sent back to you.

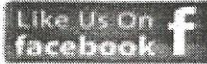
I'm sorry for the inconvenience.

Sarah Prentice

Solicitor  
Brown and Co Solicitors at LSA Ltd  
Princes House  
5 Shandwick Place  
Edinburgh  
EH2 4RG

Tel: 0131 228 9993

Fax: 0131 228 9994

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Find us at [www.facebook.com/LSALawcentre](http://www.facebook.com/LSALawcentre)



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- Advice and representation for refugee, asylum seeking or migrant women in Scotland who have experienced violence.

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could you please let me know what is happening regards my pension . peter still v tesco stores ltd PO1491 got a call in august saying lawyer was not well had to cancel not heard anything since th claim is worth at least 200 THOUSAND POUNDS THATS NEARLY 6 MONTHS AND YOU HAVE NOT DI



# Leigh Day

Mr Peter Still  
84 Pleesey Road  
Bathgate  
West Lothian  
Scotland  
EH48 2XP

Dear Mr Peter Still,

Thank you for your enquiry to Leigh Day.

A lawyer has reviewed your request for help and unfortunately we are unable to offer you legal advice and representation. The reason we are unable to assist is because we are currently too busy to take on your particular matter (Please note we do not operate a waiting list).

We are sorry if you are disappointed by our final decision but please be aware you can find details of other lawyers who may be able to assist you via the Law Society at [www.lawsociety.org.uk](http://www.lawsociety.org.uk). You may also wish to contact ACAS [www.acas.org.uk](http://www.acas.org.uk). Please note that you have the right to complain to the Legal Ombudsman if you are unhappy with our decision.

Enclosed are all the documents that you have provided Leigh Day to review.

We wish you all the very best with resolving your matter.

Yours sincerely,

LEIGH DAY

## Leigh Day

**Manchester office:** Central Park, Northampton Road,  
Manchester M40 5BP

**London Office:** Priory House, 25 St John's Lane, London EC1M 4LB

**T** 0161 393 3600  
**F** 0207 253 4433

**E** [postbox@leighday.co.uk](mailto:postbox@leighday.co.uk)  
**W** [www.leighday.co.uk](http://www.leighday.co.uk)

A list of partners can be inspected at our registered office or website. Leigh Day is a partnership authorised and regulated by the Solicitors Regulation Authority (SRA). The firm's SRA numbers are 00067679 (London) and 000614420 (Manchester).  
Service of documents by email will not be accepted.

## WOOLLATT, Andrew

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 20 September 2015 09:54  
**To:** HOLMES OF RICHMOND, Lord; WOOLLATT, Andrew  
**Subject:** Fw: Select Committee on the Equality Act 2010 and Disability urgent for attention of lord chris holmes ehrc disability commissioner

could you please make sure lord holmes get this asap , just realised he was blind and does not know regards evidence that will be put before the committee please make sure he gets this , and the emails sent recently to the disability at ehrc , kindest regards peter still disabled party litigant , from scotland please explain that i had no idea he was blind , and i dont trust rebecca hillsenrath to tell him at this stage , so thought id make sure he knows this thanks, ill send this to the committee to make sure they know his position

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 20 September 2015 09:17  
**To:** Angela Barclay; caroline dinenage ; Complaints; disability@equalityhumanrights.com; first minister; irene.henery@equalityhumanrights.com; julie.mellor@ombudsman.org.uk; Karen Johnston; legalhelpline@pensions-ombudsman.org.uk; m; m s sm; mc ptsa; media@equalityhumanrights.com; Nelson, Judith; nicola; po pa; pomb; rebecca.hilsenrath@equalityhumanrights.com; russ; Shelagh O'Brien; squire sanders; Tony Attubato; Tony Krishna; wendy.hewitt@equalityhumanrights.com; Karen Johnston; jane.stephens@pensions-ombudsman.org.uk  
**Subject:** Fw: Select Committee on the Equality Act 2010 and Disability

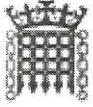
rebecca hillsenrath and the 14 staff at the equality and human rights commission , scotland , wales , england , london , manchester, birningham , uk , who from getting advice in july 2010 regards a dda95 claim against my former employer tesco stores ltd and there legal team squire patton boggs and uk director judith nelson along with all pension ombudsman staff , parliamentary ombudsman and staff , also dwp , esa dla pip , all run by and sponsored by conservative government mp nicky morgan and mp caroline dinenage , and not one of these is independant and answers to parliement they answer to the goverment that being pm david cameron , i told you last year i would bring you all to justice and your staff , 15/05/2015 , 02/07/2015 , well i wasnt going to let you in that was about to happen , rebecca ive just realised lord chris holmes is blind , and im given you the chance to tell him about my 5 yrs of misery caused by you and your staff , how must that man feel when he trusts all of you involved with putting his name into a position that he knew nothing off , so i am giving you this heads up not for you and your lowlife staff but for lord holmes , monday morning you better have told him

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 14 September 2015 18:05  
**To:** caroline dinenage  
**Subject:** Fw: Select Committee on the Equality Act 2010 and Disability

dear caroline , as i have not heard from you regards the emails i sent on friday 9th september 2015 asking if you were uk gov mp and legally responsible for pension ombudsman staff and i have not had any response , i am going to try one last time , now i know you are in charge of not only the pension ombudsman but all the others contained in the box of evidence sent to emails below , D.W.P , M.O.J, EHRC





Andrew Woollatt  
Committee Assistant  
Select Committee on the Equality Act 2010 and Disability

Committee Office | Millbank House | House of Lords | London SW1A 0PW  
Tel: 020 7219 4384 | E-mail: [woollatta@parliament.uk](mailto:woollatta@parliament.uk)

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**Subject:** Fw: Select Committee on the Equality Act 2010 and Disability urgent for attention of lord chris holmes ehrc disability commissioner

could you please make sure lord holmes get this asap , just realised he was blind and does not know regards evidence that will be put before the committee please make sure he gets this , and the emails sent recently to the disability at ehrc , kindest regards peter still disabled party litigant , from scotland please explain that i had no idea he was blind , and i dont trust rebecca hillsenrath to tell him at this stage , so thought id make sure he knows this thanks, ill send this to the committee to make sure they know his position

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 20 September 2015 09:17  
**To:** Angela Barclay; caroline dinenage ; Complaints; disability@equalityhumanrights.com; first minister; irene.henery@equalityhumanrights.com; julie.mellor@ombudsman.org.uk; Karen Johnston; legalhelpline@pensions-ombudsman.org.uk; m; m s sm; mc ptsa; media@equalityhumanrights.com; Nelson, Judith; nicola; po pa; pomb; rebecca.hilsenrath@equalityhumanrights.com; russ; Shelagh O'Brien; squire sanders; Tony Attubato; Tony Krishna; wendy.hewitt@equalityhumanrights.com; Karen Johnston; jane.stephens@pensions-ombudsman.org.uk  
**Subject:** Fw: Select Committee on the Equality Act 2010 and Disability

rebecca hillsenrath and the 14 staff at the equality and human rights commission , scotland , wales , england , london , manchester, birningham , uk , who from getting advice in july 2010 regards a dda95 claim against my former employer tesco stores ltd and there legal team squire patton boggs and uk director judith nelson along with all pension ombudsman staff , parliamentary ombudsman and staff , also dwp , esa dla pip , all run by and sponsored by conservative goverment mp nicky morgan and mp caroline dinenage , and not one of these is independant and answers to parlimeant they answer to the goverment that being pm david cameron , i told you last year i would bring you all to justice and your staff , 15/05/2015 , 02/07/2015 , well i wasnt going to let you in that was about to happen , rebecca ive just realised lord chris holmes is blind , and im given you the chance to tell him about my 5 yrs of misery caused by you and your staff , how must that man feel when he trusts all of you involved with putting his name into a position that he knew nothing off , so i am giving you this heads up not for you and your lowlife staff but for lord holmes , monday morning you better have told him

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**To:** caroline dinenage  
**Subject:** Fw: Select Committee on the Equality Act 2010 and Disability

dear caroline , as i have not heard from you regards the emails i sent on friday 9th september 2015 asking if you were uk gov mp and legally responsible for pension ombudsman staff and i have not had any response , i am going to try one last time , now i know you are in charge of not only the pension ombudsman but all the others contained in the box of evidence sent to emails below , D.W.P , M.O.J, EHRC



time and effort and expense to send these folders to the committee and if need be i will contact everyone on that committee to ask for reason why they wont accept my evidence please reply asap  
kind regards peter still disabled party litgant

---

**From:** COLLON, Michael <COLLONM@parliament.uk>  
**Sent:** 28 September 2015 14:57  
**To:** [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)  
**Cc:** WOOLLATT, Andrew  
**Subject:** Select Committee on the Equality Act 2010 and Disability

Dear Mr Still,

I am the Clerk to the House of Lords Select Committee on the Equality Act 2010 and Disability.

Thank you for your letter of 21 September 2015 which you have sent me together with two large files of paper relating to litigation to which you have been and are a party in various courts and tribunals, and related matter. I have also seen other volumes of papers you sent to the Committee earlier, and my colleague Andrew Wool has shown me a large number of emails which you have copied to him, in particular on Saturday 26 September.

The Select Committee's task is to examine how the Equality Act 2010 impacts on disabled people, and to see what improvements can be made. The Committee is concerned about the availability of legal remedies to disabled people, and the impact on this of changes in legal aid and in tribunal fees. It has already received evidence on this, in particular at the session on 8 September to which you refer. However, as the Committee's call for evidence makes clear, the Committee cannot and does not consider individual legal proceedings, correspondence with Commissioners or related matters. I am therefore sorry to say that your documents cannot be accepted as evidence to the Committee, nor can the Committee publish them.

Yours sincerely,

Michael Collon



**Michael Collon**

Clerk, Select Committee on the Equality Act 2010 and Disability  
Committee Office | House of Lords | London SW1A 0PW | 020 7219 7516

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## WOOLLATT, Andrew

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**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 20 September 2015 10:27  
**To:** WOOLLATT, Andrew  
**Subject:** hi ,andrew you will see i sent you some emails , could you print them off and put them in as evidence , you will see to my horror that i didnt know lord chris holmes was blind

ai have intend to send the submissions again that i sent last week , as i sent these normal recorded delivery have no way of tracking , plus be able to explain more in the information i have found since then , this will be sent special recorded delivery , guarnteed next day delivery and i can track it , could you also inform the committee that all those that gave evidence in session 1 07/07/2015 and again in evidence session number 3 on 21/07/2015 except for lord chris holmes , all are run by the department of work and pensions , and protect goverment from anyone taken legal action , mp nicky morgan sponserhips all of these pension ombudsman as well pension advisory service , office of disabilty issues , as for not having access to the highest in goverment that total lies , you will see how many times goverment is mentioned in the evidence they gave not much parliment mentioned , regards peter still



**WOOLLATT, Andrew**

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 20 September 2015 09:57  
**To:** HOLMES OF RICHMOND, Lord; WOOLLATT, Andrew  
**Subject:** Fw: RE-PO-1491 PETER STILL - TESCO

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**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 17 September 2015 17:08  
**To:** disability@equalityhumanrights.com; irene.henery@equalityhumanrights.com;  
scotlandhelpline@equalityhumanrights.com; Shelagh O'Brien  
**Subject:** Fw: RE-PO-1491 PETER STILL - TESCO

---

**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 17 September 2015 16:57  
**To:** rebecca.hilsenrath@equalityhumanrights.com  
**Subject:** Fw: RE-PO-1491 PETER STILL - TESCO

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**From:** peter still <peterstill1969@hotmail.co.uk>  
**Sent:** 17 June 2015 16:52  
**To:** Tony Krishna  
**Subject:** RE: RE-PO-1491 PETER STILL - TESCO

tony today i got a letter dated 11/06/2015 , from simon obrien , chief exective ref-misc-9099 , regards complaint , and it was 2nd class post , as simon obrien states it appears that i wish to complain about the way in which we were dealing with my case , are you aware of this , in relation to email below , appreciate the extended time till 10/07/2015 for my response to your opinion , 20/05/2015 , i hope to have a response before that date , the quicker the better as its not good for my health having to deal with this ongoing nightmare because that what it is a nightmare , update you asap , kindest regards peter still

---

**From:** Tony.Krishna@pensions-ombudsman.org.uk  
**To:** peterstill1969@hotmail.co.uk  
**CC:** anthony.arter@pensions-ombudsman.org.uk; Jane.Stephens@pensions-ombudsman.org.uk;  
simon.o'brien@pensions-ombudsman.org.uk  
**Subject:** RE: RE-PO-1491 PETER STILL - TESCO  
**Date:** Mon, 15 Jun 2015 08:55:06 +0000

Dear Mr Still

# Select Committee on the Equality Act 2010 and Disability

COLLON, Michael

Mon 28/09/2015 14:57

To: peterstill1969@hotmail.co.uk <peterstill1969@hotmail.co.uk>;

Cc: WOOLLATT, Andrew <woollatta@parliament.uk>;

Dear Mr Still,

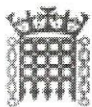
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Committee Office | House of Lords | London SW1A 0PW | 020 7219 7516

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# Re: Appointment

peter still

Mon 09/11/2015 22:01

To: Sarah Prentice <SarahPrentice@lsa.org.uk>;

could you please let me know what is happening regards my pension . peter still v tesco stores ltd PO1491 got a call in august saying lawyer was not well had to cancel not heard anything since th claim is worth at least 200 THOUSAND POUNDS , THATS NEARLY 6 MONTHS AND YOU HAVE NOT DONE ANYTHING SICK OF THIS AFFECTING MY MENTAL HEALTH WORSE SO PLEASE LET ME KNOW ASAP THANK YOU peter still

---

**From:** Sarah Prentice <SarahPrentice@lsa.org.uk>

**Sent:** 27 July 2015 09:36

**To:** 'peterstill1969@hotmail.co.uk'

**Subject:** Appointment



Dear Mr Still,


I apologise for your recent difficulties in obtaining an appointment with our office. As you might be aware, we are working at full capacity at the moment and availability is an issue. I would like to offer you an appointment at our Edinburgh Office on Wednesday 26 August at 11am which is my first availability. Unfortunately, I will not be able to look at your documents until then. Please let me know if this is suitable for you?

Sarah Prentice

Solicitor  
Brown and Co Solicitors at LSA Ltd  
Princes House  
5 Shandwick Place  
Edinburgh  
EH2 4RG

Tel: 0131 228 9993

Fax: 0131 228 9994

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Legal Services Agency's solicitors, through Brown & Co., provide advice, assistance and representation in all relevant courts and tribunals.

For more information, check our website [www.lsa.org.uk](http://www.lsa.org.uk) or telephone 0141 353 3354 or freephone 0800 31 8450. Main office: Fleming House, 134 Renfrew Street, Glasgow, G3 6ST.

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- Prevention of homelessness/defended eviction/defending mortgage repossession cases and other social welfare law problems.
- Advice and representation in all areas of civil law for those with mental ill health, dementia, incapacity or acquired brain injury, their relatives and carers (offices in Edinburgh 0131 228 9993 and Glasgow 0141 353 3354).
- Advice and representation for refugee, asylum seeking or migrant young people (under 25) living in Scotland..
- Advice and representation for refugee, asylum seeking or migrant women in Scotland who have experienced violence.

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the Right Way

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Sarah Prentice

Solicitor

Brown and Co Solicitors at LSA Ltd  
Princes House  
5 Shandwick Place  
Edinburgh  
EH2 4RG

Tel: 0131 228 9993

Fax: 0131 228 9994

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Justice Directorate  
Civil Law and Legal System Division

T: 0131-244 8242 F: 0131-244 978  
E: joanna.mackenzie2@scotland.gsi.gov.uk

Mr Peter Still  
By email: [peterstill1969@hotmail.co.uk](mailto:peterstill1969@hotmail.co.uk)



LEGACY 2014  
OF COMMONWEALTH GAMES  
SCOTLAND

Our ref: 2015/0018855  
18 June 2015

Mr Still

Thank you for your email of 30 May to the First Minister. I have been asked to respond on her behalf.

I should explain that Scottish Ministers and the Government do not have any power to comment or intervene in individual cases. This is because the process for making complaints against the judiciary is independent of the Scottish Government, and to preserve the independence of the legal system and protect it from political interference.

If your complaint is regarding the personal conduct of a judicial officer holder you should, in the first instance write to:

The Executive Director  
Judicial Office for Scotland  
Parliament House  
Edinburgh  
EH1 1RQ

If you are dissatisfied with how your complaint was handled, you can complain to the Judicial Complaints Reviewer (<http://www.judicialcomplaintsreviewer.org.uk/>). You have stated that you have already contacted the Judicial Complaints Reviewer, and that you sent her most of your legal files. It would therefore be advisable to contact her again by one of the methods listed overleaf.