

London Borough of Bexley

Internal Dispute Resolution Procedure (IDRP) Application

You can use this form to:

- **apply to the nominated person at stage 1 of the internal dispute resolution procedure if you want them to investigate a complaint concerning your pension; and**
- **apply to the administering authority if you want them to reconsider a determination made by the nominated person.**

Please write clearly in ink, and use capital letters in boxes 1, 2 and 3

Instructions for completion:

If you are the member (the person who is or was in the Scheme), or a prospective member (a person who is eligible to be a member of the Scheme), please give your details in this section 1, and then go to section 4.

If you are the member's dependant (for example, their husband, wife or child), please give the member's details in section 1, and then go to sections 2 and 4.

If you are representing the member or prospective member with the complaint, please give the member's details in section 1, and then go to sections 3 and 4.

If the complaint is about a benefit for a dependant and you are the dependant's representative, please give the dependant's details in section 2, and then go to sections 3 and 4.

Upon completion, please send this form to:

Stage 1 of the internal dispute resolution process

London Pensions Fund Authority
Bexley Pension Fund
Dexter House
2 Royal Mint Court
London EC3N 4LP

Stage 2 of the internal dispute resolution procedure

London Borough of Bexley
Room 200
Hill View Drive
Welling
Kent DA16 3RY

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1. Member's details:

<u>Full Name</u>	
<u>Address</u>	
<u>Date of Birth</u>	
<u>Employer</u>	
<u>N.I. number</u>	

2. Dependant's details:

<u>Full Name</u>	
<u>Address</u>	
<u>Date of Birth</u>	
<u>Relationship to member</u>	

3. Representative's details:

<u>Full Name</u>	
<u>Address</u>	
<u>The address response letters should be sent to</u>	

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4. Your complaint

Please give full details of your complaint in this box. Please try to explain exactly why you are unhappy, giving any dates or periods of Scheme membership that you think are relevant.

If there is not enough space, please go on to a separate sheet and attach it to this form.

Remember to write your name and national insurance number at the top of any separate sheet if you are a member. Or, if you are not a member, put the member's name and national insurance number at the top of any separate sheet.

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5. Your signature

I would like my complaint to be considered and a decision to be made about it.

I am a (please tick):

<input type="checkbox"/>	Scheme member/former member/prospective member (delete as appropriate)
<input type="checkbox"/>	Dependant of a former member
<input type="checkbox"/>	Member's representative/dependant's representative (delete as appropriate)
<u>Signed:</u>	
<u>Date:</u>	

6. Please enclose a copy of any notification of the decision you are complaining of which has been issued by the employer or administering authority. Also enclose any other letter or notification that you think might be helpful.

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Time limits under the Internal Dispute Resolution Procedure

<u>Your situation</u>	<u>To complain to</u>	<u>Time Limit</u>
You have received a decision on your benefits under the pension scheme from your employer/administering authority, and there seem to be good grounds for complaining.	The nominated person under the first stage of the procedure.	6 months from the date when you were notified of the decision
You have received a first stage decision on your complaint from the nominated person, but you are not satisfied.	The relevant administering authority under the second stage of the procedure.	6 months from the date of the nominated person's decision
You made your complaint in writing to the nominated person, with all the information they needed but, 3 months later, you have not received their decision on your complaint or any interim reply.	The relevant administering authority under the second stage of the procedure.	9 months from the date when you submitted your complaint.
You received an interim reply to your complaint to the nominated person, within 2 months of applying to them. Their reply promised you a decision by a specified date but, one month after the specified date, you still have not received their decision.	The relevant administering authority under the second stage of the procedure.	7 months from the date by which you were promised you would receive a decision
Your complaint is that your employer or administering authority have failed to make any decision about your benefits under the pension scheme	The nominated person under the first stage of the procedure	6 months from the date when the employer or administering authority should have made the decision.
Your complaint went to the administering authority under the second stage of the procedure. You received their decision but you are still not satisfied.	The Pensions Ombudsman. Note that the Ombudsman will normally expect you to have asked TPAS for help first.	3 years from the date of the original decision about which you are complaining.
You have taken your complaint to the administering authority under the second stage of the procedure but, 2 months after your complaint was received by the authority, you have not received their decision on your complaint or any interim reply.	The Pensions Ombudsman. Note that the Ombudsman will normally expect you to have asked TPAS for help first.	3 years from the date of the original decision about which you are complaining.
You received an interim reply to your second stage complaint to the administering authority, within 2 months of applying to them. Their reply promised you a decision by a certain date but, by that date, you still have not received their decision	The Pensions Ombudsman. Note that the Ombudsman will normally expect you to have asked TPAS for help first.	3 years from the date of the original decision about which you are complaining.