

**LG PEN 2**

# Internal Dispute Resolution Procedure



**NOTTINGHAMSHIRE  
PENSION FUND**

**lgps** |

Local Government  
Pension Scheme

administered by



**Nottinghamshire  
County Council**

## Who can help me if I have a query or complaint?

If you are in any doubt about your benefit entitlements, or have a problem or question about your Local Government Pension Scheme membership or benefits, please contact Notts LG Pensions Office. We will seek to clarify or put right any misunderstandings or inaccuracies as quickly and efficiently as possible.

If your query is about your contribution rate, please contact your employer's Personnel / HR or Payroll Department so they can explain how they have decided which contribution band you are in.

## Internal Dispute Resolution Procedure (IDRP)

If you are not satisfied with any decision affecting you made in relation to the Scheme, you have the right to ask for it to be reviewed under the Internal Dispute Resolution Procedure (IDRP). You may also use this procedure if a decision should have been made by your employer or administering authority, but it hasn't.

The IDRP is a two stage process in which a decision about which you are complaining is reviewed. Any complaint you make will be treated seriously, and considered thoroughly and fairly. No charge is made for investigating a complaint under the IDRP.

You can choose to have someone else represent you during this process, and this representative can be whoever you like - a friend, relative, solicitor, union representative, etc.

### Stage 1

The first stage is reviewed by an independent person known as The Adjudicator (previously referred to as the Specified Person).

You must put your dispute in writing, and send it within six months of the date of the notification of the decision or the act or omission about which you are complaining (or such longer period as The Adjudicator considers reasonable), either to your employer or to Nottinghamshire County Council, as explained below:

- if the dispute concerns a decision taken by a scheme employer other than Nottinghamshire County Council, then you must write to that employer,

- if the dispute concerns a decision taken by Nottinghamshire County Council either as your employer or as the administering authority for Nottinghamshire Pension Fund then you should write to:

Stage 1 Internal Dispute Resolution Procedure  
Service Director - Customers, Governance  
& Employees, Chief Executive's Department  
Nottinghamshire County Council  
County Hall, West Bridgford  
Nottingham NG2 7QP

This is a formal review of the initial decision or act or omission and is an opportunity for the matter to be reconsidered. The Adjudicator will consider your complaint and notify you of his or her decision.

You should receive a reply within two months of The Adjudicator receiving your application, either giving details of the decision or acknowledging your claim and explaining when you can expect to receive a decision.

If you are dissatisfied with that person's decision, (or their failure to make a decision), you have the right to go to stage two of the IDRP.

## Stage 2

You can ask the Fund's Administering Authority to take a fresh look at your complaint in any of the following circumstances:-

- if you are not satisfied with The Adjudicator's first stage decision and you refer your case to stage 2 within 6 months from the date the notice is received
- if you have received an interim reply but nothing further within 7 months from the expected decision date
- if you have not received an interim letter from The Adjudicator, and it is nine months since you lodged your complaint.

The review would be undertaken by a person not involved in the first stage decision and is employed by the Fund's Administering Authority.

You must make your Stage 2 claim in writing, and if applicable, enclose a copy of the Stage 1 decision you disagree with. You should give full details of why you disagree with it and produce any further evidence to support your argument.

Your application should be sent to the following address:

Stage 2 Internal Dispute Resolution Procedure  
Group Manager, Finance Strategy and  
Compliance Finance, Procurement  
& Improvement Division  
Chief Executive's Department  
Nottinghamshire County Council  
County Hall, West Bridgford  
Nottingham NG2 7QP

Your case will re-examined, referring to the Scheme rules and relevant legislation and you should receive a response to your application within two months.

There are also a number of regulatory bodies that may be able to assist you.

The Money and Pensions Service is available to give assistance in connection with any difficulty that remains unresolved, and the Pensions Ombudsman may investigate and determine any complaint or dispute of fact or law in relation to the Scheme.

See below for further explanation and contact details.

The Money and Pensions Service (MaPS) provides free and impartial debt advice, money guidance and **pension guidance** to members of the public. Details of MaPS can be found at their website [moneyandpensionservice.org.uk](http://moneyandpensionservice.org.uk)

### MoneyHelper

MoneyHelper is available at any time to assist members and beneficiaries of the Scheme in connection with any pension query they may have or any difficulty which they cannot resolve with their scheme administrators. MoneyHelper can be contacted at:

### MoneyHelper

120 Holborn, London, EC1N 2TD

**Website:** [moneyhelper.org.uk](http://moneyhelper.org.uk)

### Pensions Ombudsman

In cases where a complaint or dispute has not been resolved through the Internal Disputes Resolution Procedure or with the help of TPAS, an application can be made to the Pensions Ombudsman within three years of the event that gave rise to the complaint or dispute. The Ombudsman can investigate and determine any complaint or dispute involving maladministration of the Scheme or matters of fact or law and his or her decision is final and binding (unless the case is taken to the appropriate Court on a point of law). Matters where legal proceedings have already started cannot be investigated by the Pensions Ombudsman. The Pensions Ombudsman can be contacted at:

### The Office of the Pensions Ombudsman

10 South Colonnade, Canary Wharf, E14 4PU

**Telephone:** 0207 630 2200

**Website:** [pensions-ombudsman.org.uk](http://pensions-ombudsman.org.uk)

This fact sheet is provided to assist and inform employees. It should not be treated as a definitive statement of the law and nothing in it can override the terms of the relevant Regulations.

The information provided in this document represents the Council's best understanding and interpretation of the Local Government pensions regulations at the time of issue of this guide. The information is subject to change due to various factors including, but not limited to, changes to rules and regulations introduced by the Government Actuaries Department, HMRC and / or the Department for Communities and Local Government. Changes can happen at short notice and may be implemented prior to the Council issuing any future revised documentation.

The information provided is not intended to give you financial advice as the Council is not regulated under the Financial Services Act and so we strongly recommend that you obtain independent financial advice.

The Council excludes all and any liability for any loss, damages or expenses incurred or suffered (including consequential loss such as, but not limited to, loss of profit, anticipated savings and other economic loss) as a direct or indirect result arising from the any information contained in this guide, or from any interpretation of the same, or from any act or decision taken as a result of using the same.

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This information can be made available upon request in alternative formats and languages.



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Notts LG Pensions Office, Business Services Centre,  
Nottinghamshire County Council  
c/o County Hall, West Bridgford, Nottingham NG2 7QP  
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