

# Leicestershire County Council Pension Fund – A Guide to the Local Government Pension Scheme Internal Dispute Resolution Procedure

Issued by the Pensions Section  
County Hall  
Glenfield  
Leicester  
LE3 8RB  
[pensions@leics.gov.uk](mailto:pensions@leics.gov.uk)  
Tel: 0116 305 7886



These notes explain the Internal Dispute Resolution Procedure (IDRP) for the Local Government Pension Scheme (LGPS) as administered by Leicestershire County Council. These notes give general guidance only and cannot be treated as a statement of law.

## Contents

Decisions	2
Who can complain?	2
Using someone else to represent you	2
Who do I complain to?	3
Stage 1: The Initial complaint	3
Stage 2: Appeals	3
Getting outside help	4
Stage 1 Complaint Form	5

## Decisions

From the day that you join the scheme various decisions are being made about your pension. These include things like:

- The benefits you can have and how much they will be
- Explaining how you are affected by the various Scheme rules
- Applying any discretions we have as a Fund

To find out more about the Local Government Pension Scheme, please visit the [national website](#) or contact the Leicestershire County Council Pensions Section.

When you are notified of a decision you should check, as far as you can, that it is based on the correct details and that you agree with the decision. An informal enquiry of this kind may save you a lot of time and trouble. If you remain dissatisfied following this initial enquiry, you are entitled to complain, and this is why you have been sent this leaflet.

## Who can complain?

You can use the complaints system if you are:

- a **member**: in other words, you are paying into the Fund, or you have retired and draw a pension from us, or you have a deferred pension with us
- a **prospective member**: in other words, you are not a member yet could become one if your employer brings you in or you ask to join
- a **dependant**: that is a widow, widower, civil partner or child of a member or prospective member

## Using someone else to represent you

You might feel happier with someone else representing you or you may not be able to put your case yourself. In this case you can choose someone else to represent you.

This can be whoever you like - a friend, relative, solicitor, union representative etc.

You will have to give the person your written authority to act for you.

## Who do I complain to?

There is a two-stage process, as outlined further on this page.

### Stage 1

Your initial complaint will be handled by a person nominated by the body that took the decision against which you wish to complain. This guide calls them the 'Specified Person', as the employer has specified that they are nominated to deal with this level of enquiry.

You should complain in writing using the attached form. This should be sent to the 'Specified Person' at your employer/former employer. Their contact details have been provided for you at the end of this leaflet. Your complaint will be considered carefully and you will be given their decision in writing.

### Stage 2

If you are unhappy with the employer's 'Specified Person's' decision you may take your claim to Stage 2. You may ask the Leicestershire County Council Pension Fund's 'Appointed Person' to take a fresh look at your case. His/her details will be provided to you by the 'Specified Person' when they write to you with their decision.

### Stage 1: The Initial complaint

You must make your initial complaint within **six months** of the problem taking place.

The 'Specified Person' will look at the facts of your case, along with the Scheme rules and any other legislation or information, to help understand your complaint.

He/she will make a decision on your complaint, wherever possible, within the period of **two months** of receiving your complaint. If no decision can be given within that time, you should be told of the reasons for the delay and the date when it is expected that a decision can be made.

You can go to Stage 2 if...

- You have not heard from the 'Specified Person' within **three months** of making your complaint
- You have not had a decision within **one month** of the date they said they would, or
- You have had a decision but are unhappy with it.

### Stage 2: Appeals

If you are unhappy with the Stage 1 decision, you should complain within **six months** of receiving it.

The Stage 2 'Appointed Person' will re-examine your case, once again looking at the Scheme rules etc. He/she may also need to ask you or your employer for more details.

He/she should reply to you within **two months** of receiving your complaint. This will be either...

- To give their decision, which will confirm or replace the stage 1 decision, or
- To acknowledge your complaint, explain the reasons for delay and let you know when you will have a decision.

### **Getting outside help**

There are also two external bodies who may be able to help:

#### **The Pension Ombudsman**

The Pension Ombudsman can investigate any type of complaint about your pension and offer both an early resolution service plus a **formal adjudication service**, so in the event that you are unable to resolve your complaint to your satisfaction with the Internal Disputes procedure you can contact the Ombudsman. You will need to contact them within three years of the event you are complaining about or within three years of when you first knew about it (or should have known about it).

The role is completely independent and acts as an impartial adjudicator.

There is no charge for using the Pensions Ombudsman's services.

For further information their contact details are:

[The Pensions Ombudsman website](#)

Telephone: 0800 917 4487

#### **The Pension Advisory Service (TPAS)**

TPAS can help with any **general** questions you may have regarding pensions and you have the option to contact them at any time. This does not need to form part of the appeals process. They do not charge a fee for any of their services.

For further information their contact details are:

[The Pensions Advisory Service](#)

Telephone: 0900 011 3797

### **Thank you for taking the time to read this leaflet.**

If you feel that you wish to complain using the Internal Disputes procedure, then you should complete the enclosed form (please keep a copy of the completed form), and return it, along with copies of any relevant paperwork to the 'Specified Person' at your employer/former employer. If you are unsure who this is, please contact the Pensions Section.

# Leicestershire County Council Pension Fund Internal Dispute Resolution Procedure

## Stage 1 Complaint Form

Employer/ Former Employer: \_\_\_\_\_

### Personal Details of Complainant

Full name: \_\_\_\_\_

Payroll Number or Job Title: \_\_\_\_\_

Date ceased relevant pensionable employment: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Full Address and Postcode: \_\_\_\_\_

\_\_\_\_\_

Telephone number in case of queries: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Are you? Please tick the category that applies to you

A member? ( )                      A dependant? ( )

Their representative? ( ) If so, please complete the following:

Your name \_\_\_\_\_

Your address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Whose address should letters go to? Yourself? ( )

The person you are representing? ( )

Please state your relationship to member:



---

---

---

---

---

---

---

---

---

---

---

---

**Declaration**

I would like the 'Specified Person' to investigate this complaint and reach a decision about it

Signed:

Date:

Total number of pages including this one ( )