



## Local Government Pension Scheme Regulations Internal Disputes Resolution Procedure

An appeal can be made on any matter arising from the pension scheme including the way in which the Council or your employer has exercised their discretionary powers.

The appeal process is in two stages but before making an appeal the matter being disputed should first be put in writing to the Pensions Manager. An informal meeting can be arranged to try and resolve the dispute.

If the dispute cannot be resolved, then an appeal under Stage 1 can be made to the **Specified Person**. (Contact your Personnel Office for contact details).

If you remain dissatisfied you have a further right of appeal under Stage 2 to the **Designated Person**. The Designated Person is:-

Principal Lawyer of the Employment Education and Corporate team c/o The Pensions Team, Alexandra House 10 Station Road London N22 7TR

An appeal under Stage 1 must normally be made within six months of your being told of the Pension Manager's decision.

An appeal can be made on your behalf by a nominated representative. This might be a trade union official, a solicitor, or just a relative or a friend. Widows, widowers, survivor dependants of a registered civil partnership and children are also covered by this procedure.

You can also appeal under Stage 1 if the Pensions Manager or your employer fail to respond to your complaint or request for information.

[Injury Allowances, Gratuities, Compensation, and Redundancy payments are excluded from these provisions](#)

There is a further right of appeal to the Pensions Ombudsman. In most cases, the Pensions Ombudsman will wait until the Internal Disputes Procedure is completed. You can however appeal directly to the Pensions Ombudsman if you feel there has been maladministration in your case. This can be done at any time in the process but within three years of the event.

The Pensions Ombudsman can be contacted at 10 South Colonnade, Canary Wharf E14 4PU TEL 0800 917 4487

At any time throughout this process you can contact the **The Pensions Advisory Service (TPAS)** for assistance. The TPAS can be contacted at 11 Belgrave Square London SW1V 1RB ☎ 0845 601 2923.

For more information write to:

J Richards Pensions Manager 10 Station Road London N22 7TR ☎ 020 8489 3824

✉ [janet.richards@haringey.gov.uk](mailto:janet.richards@haringey.gov.uk)

## INTERNAL DISPUTES RESOLUTION PROCEDURE

### Stage 1

- A written application must be made within six months of the disputed decision or the failure to make a decision.
- You must receive the written notice of the Specified Person's response within two months of making an appeal.
  - If the decision is delayed, you must receive an interim that will give you a date when the final decision can be expected.
- If the Specified Person fails to respond by the revised date, or, if either party is dissatisfied with the decision, an appeal can be made under Stage 2.
- TPAS can be contacted at any stage in the process.

Note: Some employers have nominated their own Specified Person. If you are not a Haringey Council employee, send your appeal to the Pensions Manager and it will be forwarded to the appropriate address.

### Stage 2

- Written application must be made within six months of receiving the Specified Person's decision.
  - If the Specified Person fails to respond within the time limits under Stage 1, apply directly to the Designated Person under Stage 2
  - The Designated Person must respond with a decision within two months of your application or you must be told why there is a delay and be given a date when a decision can be expected.
  - If you are not satisfied with the Designated Person's decision, you can seek a review by the Pensions Ombudsman.
- TPAS can be contacted at any stage in the process

### Review by the Pensions Ombudsman

- Before applying to the Pensions Ombudsman, you will be expected to have put your case to The Pensioners' Advisory Service (TPAS).
- In cases of maladministration, you can appeal directly to the Pensions Ombudsman
- The decision of the Pensions Ombudsman is final, and binding on both sides
- An appeal must be made within three years of the event giving rise to the complaint.

### Contact details.

**The Specified Person (Stage 1)** Contact your Personnel Office for details

**The Designated Person (Stage 2)** Principal Lawyer of the Employment Education and Corporate Team  
Alexandra House 10 Station Road Wood Green London N22 7TR

TPAS 11 Belgrave Square London SW1V 1RB ☎ 0845 601 2923.

Pensions Ombudsman 10 South Colonnade, Canary Wharf E14 4PU TEL 0800 917 4487

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