



IDRP - PENSIONS

INTERNAL DISPUTE RESOLUTION PROCEDURE

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1 IDRP OVERVIEW

Internal Dispute Resolution Procedure (IDRP)

From the day you join the Pension Scheme to the day your benefits become payable, decisions are made under the Pension Scheme Regulations that affect you (or your dependents). When you are notified of a decision, you should check, as far as you can that the decision has been based on the correct details and that you agree with that decision.

If you are not happy with the way your pension scheme membership has been dealt with, or the service you have received from us, please let us know. We aim to resolve problems quickly and correct any mistake that may have occurred. Many of these enquiries are due to misunderstandings or wrong information. An informal enquiry may save you a lot of time and trouble.

Our contact telephone number is 0121 626 5100 or email SS Customer Services@west-midlands.pnn.police.uk

However, if you are not happy with any decision, or you wish to complain about other aspects of how we have administered your pension, you have the right to ask for the decision to be reviewed under our formal procedure. The complaint procedure's official name is The Internal Dispute Resolution Procedure (IDRP). Please contact the Pension Team to request the IDR application form if you wish to follow the IDR.

There are also a number of other Regulatory Bodies, including The Pensions Advisory Service (TPAS) and the Pension Ombudsman, who may also assist you. However, in the first instance we would recommend speaking to us, details about the Regulatory Bodies is detailed in 'Additional Help'.

What is Internal Dispute Resolution Procedure?

IDRP is a two stage complaint procedure which allows you to appeal against a decision made in relation to how we have administered your pension.



2. BEFORE YOU SUBMIT AN IDRP

If you are not happy with the way your pension scheme membership has been dealt with, or the service you have received from us, please let us know. We aim to resolve problems quickly and correct any mistake that may have occurred. Many of these enquiries are due to misunderstandings or wrong information. An informal enquiry may save you a lot of time and trouble.

Our contact telephone number is 0121 626 5100 or email – SS Customer Services @west-midlands.pnn.police.uk



3 IDRPs STAGE 1

You should:

- Put your complaint in writing using the IDRPs Application form and return to John Davis Head of Pensions ([see step 7](#))
- You must set out the facts of the matter in dispute and the reason why you are aggrieved. Your complaint must contain enough detail to identify your complaint. You MUST include:
 - Full name
 - Address
 - Date of Birth
 - Collar number
 - Pension reference number
- If you are being represented by a Third Party you must also include their details and the relationship to you (i.e.: family member, union representative, solicitor) and that you give authorisation for them to represent you.
- The application should make it clear which address the Nominated Person should send their reply to
- The application MUST be signed and dated
- Any application should be made within a 'reasonable time' from the initial decision being made. This is normally 6 months.

Your complaint will be considered carefully by a person nominated by the Body that took the decision against which you now wish to complain. Legislation refers to this person as the 'Nominated Person'. The Nominated Person is required to provide their decision to you in writing.

If the Nominated Person's decision is contrary to the decision you complained about, the employer or administering authority that made the original decision will now have to deal with your complaint in accordance with the Nominated Person's decision.

If the decision you complained about concerned the exercise of discretion and the Nominated Person decides that the initial decision should be reconsidered.



3 IDR P STAGE 1

Stage 1 Decision

The reply from the nominated Person is called 'Notice of Decision'. It should provide an explanation together with the decision made in response to your complaint and should be issued within 2 months of your application. In the absence of a full response an interim response should be issued explaining why there is a delay and when a full response can be expected. The Notice of Decision should include the following;

- A statement of the decision
- A reference of the legislation relied upon
- A reference to those parts of the Police Pension regulations conferring discretion on the Chief Constable where that has been exercised.

4 IDRPs STAGE 2

You may move to Stage 2 and request that a fresh look is made in any of the following circumstances:

- You are not happy with the decision made, or
- You have not received a decision or an interim letter from the Nominated Person, and it is 3 months since you lodged the complaint, or
- It is one month after the date which the Nominated Person told you (in an interim letter) that they would provide a decision and you have still not received the decision.

The Stage 2 review will be undertaken by a person not involved in the stage 1 decision.

You should send your Stage 2 complaint on the IDRPs Application form to:

Sharon Dyer, Assistant Director of Shared Services

Stage 2 Decision

The Assistant Director of Shared Services should issue a notice of their decision within 2 months of the date of receipt of your stage 2 application, and where this is not possible an interim letter explaining why there is a delay and when a full reply can be expected. The full reply should include;

- A statement of the decision and an explanation whether, and if so to what extent the original decision by the nominated Person has been replaced
- A reference to any legislation relied upon
- A reference to those parts of the Police Pension regulations relied upon, including reference to any regulations conferring discretion on the Chief Constable where that has been exercised
- A reference to the documentation to which the decision has been based upon



4 IDR P STAGE 2

- A statement that OPAS (the Pensions Advisory Service) is available to assist you in connection with any difficulties you have failed to resolve with the Scheme Manager and the OPAS address
- A statement that the Pensions Ombudsmen appointed under Section 145(2) of the Pension Scheme Act 1993 may investigate and determine any dispute or complaint in accordance with that Act and the address to contact.

The address for both TPAS and the Pension Ombudsmen is:

**11 Belgrave Road
London SW1V 1RB**

If you still unhappy following the Stage 2 decision you may take your case to the Pension Ombudsman. *This has to be referred within 3 years form the date of the original decision (or lack of a decision) about which you are complaining.*



5. IDRP STAGE 1 : APPLICATION FORM

Stage 1 Application under the Internal Dispute Resolution Procedure

This form should be used for:

- To apply to the Nominated Person at Stage 1 of the IDRP if you want them to investigate a complaint concerning your pension

Please write clearly in black ink in capital letters

1: Member details

If you are the member please provide your details in the box below, then go to box 4 (your complaint)

Full Name	
Address	
Date of Birth	
National Insurance Number	
Collar Number	

2: Dependant's Details

If you are the member's dependant and the complaint is about a benefit for you, please provide **your** details in the box below, then go to box 4 (your complaint)

Full Name	
Address	
Date of Birth	
Relationship to member	



5. IDRP STAGE 1 : APPLICATION FORM

3: Representative's Details

If you are the member's or dependant's representative please provide your details below, then go to box 4 (your complaint)

Full Name	
Address	
The address response letters should be sent to	

4: Your complaint

Please provide details of your complaint in the box below, ensuring all relevant points are included. If there is not enough space please attach a separate sheet including your personal details at the top.

5. IDRP STAGE 1 : APPLICATION FORM

5: Your signature

I would like my complaint to be considered and a decision made, I am (please delete as appropriate):

Scheme member/former member/prospective member/dependant of a former member/member's representative/dependant's representative

Signed:	Date:
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6 IDR P STAGE 2 : APPLICATION FORM

Stage 2 Application under the Internal Dispute Resolution Procedure

This form should be used for:

- To apply to the Assistant Director of Shared Services if you want them to reconsider a determination made by the Nominated Person

Please write clearly in black ink in capital letters

1: Member details

If you are the member please provide your details in the box below, then go to box 4 (your complaint)

Full Name	
Address	
Date of Birth	
National Insurance Number	
Collar Number	

2: Dependant's Details

If you are the member's dependant and the complaint is about a benefit for you, please provide **your** details in the box below, then go to box 4 (your complaint)

Full Name	
Address	
Date of Birth	
Relationship to member	

6 IDRP STAGE 2 : APPLICATION FORM

3: Representative's Details

If you are the member's or dependant's representative please provide your details below, then go to box 4 (your complaint)

Full Name	
Address	
The address response letters should be sent to	

4: Your complaint

Please provide details of your complaint in the box below, ensuring all relevant points are included. If there is not enough space please attach a separate sheet including your personal details at the top.

6. IDRP STAGE 2 : APPLICATION FORM

5: Your signature

I would like my complaint to be considered and a decision made, I am (please delete as appropriate):

Scheme member/former member/prospective member/dependant of a former member/member's representative/dependant's representative

Signed:	Date:
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7 REQUIRED DOCUMENTATION

Please enclose a copy of any notification or supporting documentation the decision and you are complaining about which has been issued by the employer.

Please return this form to:

Stage 1:	Stage 2:
Mr John Davis Head of Pensions West Midlands Police Headquarters PO Box 52, Lloyd House Colmore Circus, Queensway Birmingham B4 6NQ	Ms. Sharon Dyer Assistant Director Shared Services West Midlands Police Headquarters PO Box 52, Lloyd House Colmore Circus, Queensway Birmingham B4 6NQ

PLEASE CHECK:

All relevant boxes completed	<input type="checkbox"/>
All supporting documentation attached	<input type="checkbox"/>
Any additional sheets have full personal details included	<input type="checkbox"/>
Signed and dated	<input type="checkbox"/>



8 FREQUENTLY ASKED QUESTIONS

<p>Who can use IDR?</p>	<ul style="list-style-type: none"> • An active, deferred or pensioner member may use the IDR process. • A prospective member of the Scheme • A dependant of a former member
<p>When should the IDR process be used?</p>	<p>An application may be made about any omission or action by the Chief Constable or Secretary of State within the scope of the police Pension Scheme. Except:</p> <ul style="list-style-type: none"> • A determination of the CC on a question referred to a selected medical practitioner under Regulation H1, where a notice of appeal has been issued under Regulation H2 of the Police Pension regulations 1987 • A matter which is the subject of proceedings begun in any court or tribunal for instance under regulations H5/H6 respectively. <p>You CANNOT make an application under IDR about a matter which is outside of the Police Pension Scheme.</p>
<p>Can someone make an application on my behalf?</p>	<p>Yes, You will need to provide authorisation for that person(s) to represent you (family member, solicitor, organisation etc)</p> <p>An application may also be made or continued should you die or for a minor who cannot act on their own behalf</p>
<p>Is there a time limit?</p>	<p>An application should be made within 6 months of the facts of the dispute coming to light.</p> <p>This allows issues to be dealt with promptly</p>
<p>What if my complaint is made later than 6 months?</p>	<p>Where the Head of Pensions considers there has been an unreasonable delay in you presenting a complaint and this impedes their ability to provide a full answer, this will be stated in the reply to you</p>

8 FREQUENTLY ASKED QUESTIONS

What if I disagree with the Stage 1 decision?	<p>Under the rules of IDRП you have the right to ask for the decision to be reconsidered. You should submit the Stage 2 application form, enclosing the Stage 1 decision and state why you disagree with the decision.</p> <p>This should be made within 6 months of receiving the Stage 1 decision.</p>
What happens if I do not receive a Stage 1 decision?	<p>You may submit a Stage 2 application: if The Head of Pensions has failed to provide a full decision or an interim letter explaining why there is a delay within 3 months of your application or within 1 month from the date you were advised a reply would be provided.</p>
Who will review my Stage 1 application?	<p>Yes, You will need to provide authorisation for that person(s) to represent you (family member, solicitor, organisation etc)</p> <p>An application may also be made or continued should you die or for a minor who cannot act on their own behalf</p>
Who will review my Stage 2 application?	<p>The Assistant Director of Shared Services</p>
What happens if I still not happy with the decision following Stage 2?	<p>You may refer your complaint (within 3 years of the Stage 2 decision) to one of the regulatory Bodies:</p> <ul style="list-style-type: none">• The Pensions Advisory Serviceor• The Pensions Ombudsman