

Internal Dispute Resolution

To the Disputes Officer Stage 1 Application (DRP1)



Pension Service
Waterside House
75 Duke Street
LONDONDERRY
BT47 6FP

In order to initiate the Internal Dispute Resolution process it is a requirement of the Occupational Pension Schemes (Internal Disputes Resolution Procedures) Regulations 1996 that you or your representative provide specific information. The details we require are set out in this application form.

Failure to provide any of the information we have asked for will result in your application being delayed. We do appreciate that some of the information being requested will already be known to us, however it is a requirement of the above legislation that all such details are provided.

The Disputes Officer is required to provide you with their decision within 2 months of receiving your completed application. If they are unable to do so they will write to you to let you know the reasons why and provide you with a date when you will receive their full response. If you have not already done so, please read the guidance contained in the leaflet *Complaints and Disputes*. This can be downloaded from the HSC Pensions Branch website.

For the attention of: The Disputes Officer, HSC Pension Service

I wish to apply for a Stage One decision under the Scheme's IDR procedure to be made in respect of the attached disagreement, pursuant to Section 50(2)(a) of the Pensions Act 1995. I cannot ask for a decision about this disagreement if:

- proceedings about the disagreement have begun in any court or tribunal, or
- the Pensions Ombudsman has started an investigation into a complaint made, or a dispute referred to him about the disagreement.

Scheme member's / Injury Benefit claimant's* signature _____ Date: / /

The following should be completed in all cases (Block CAPITALS please)

Surname of Pension Scheme member or IB claimant*

Other names of Pension Scheme member or IB claimant*

Pension Scheme Membership number: SB /

Address of Pension Scheme member or IB claimant*

Contact Telephone No:

Date of Birth of Pension Scheme member or IB claimant* / /

National Insurance number of Pension Scheme member or IB claimant*

*Delete as appropriate

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Details of Complainant (to be completed only if you are acting on behalf of, or in respect of, a Scheme member or IB claimant)

Your surname

Other names

Relationship to Scheme member

Address for correspondence (if different from above)

If you are helping the member or IB claimant to apply for a decision, (eg you are a relative or trade union representative) please give your details below

Your surname

Other names

Relationship to Scheme member

Address for correspondence (if different from over the page)

If you are making a claim for financial loss as part of your complaint or dispute, you will need to provide full details of the loss you consider has occurred, by attaching any documentary evidence to support this

Ill Health/Injury Benefit Appeals

The appeal process for ill health pensions and Permanent Injury Benefit (PIB) is also dealt with under the Internal Disputes Resolution (IDR) procedures. An applicant can appeal against a decision to reject an application or a decision to award a Tier 1 pension.

Provision of additional medical evidence is not compulsory, however, members will be advised that a decision not to award an ill health pension, or award a Tier 1 pension, is unlikely to be overturned unless they provide additional medical evidence. In addition, any medical evidence must relate to the same condition in respect of which the initial application was made and must support incapacity at date of application.

In cases where a member's health has deteriorated since the initial application, it may be appropriate for a new application to be made.

I have attached the following documentation (If applicable):

- Additional medical evidence not previously been seen by HSC Pension Service medical advisors
- Details of the financial loss I have incurred
- Other (please provide details) _____

Please provide full details of your complaint or dispute in the space below, giving details of all relevant dates and names (if appropriate). Attach any additional information or documents that you feel is relevant securely to this form, then return your completed application, to:

The Disputes Officer
HSC Pension Service
Waterside House, 75 Duke Street Londonderry BT47 6FP

Details:

Continue on additional sheet if required:-

Signature of complainant _____

Date: / /

Data Protection Act 1988: Fair Processing Notice

The HSC Pension Service will only use the information that you have provided on this form for as long as is required by law. Your details will then be removed from our files. We will not transfer your Personal Data outside the European Economic Area or disclose it to any third party other than for the purposes of detecting and preventing fraud and errors or as required by law. We may contact you to discuss your application by any of the methods you have entered on this form.