

Internal Dispute Resolution Procedures

To the Director of Operations Stage 2 Application (DRP2)



Pension Service
Waterside House
75 Duke Street
LONDONDERRY
BT47 6FP

You can use form to apply to the Director of Operations if you are not happy with the decision under Stage 1 of the IDR procedures.

These procedures should not be used if:

- the Pensions Ombudsman has started any investigations into the complaint or had the dispute referred to them; or
- the disagreement has led to court or tribunal proceedings being started.

1. Complainant's details (this information must be supplied in all cases)

(Please print)

Full name: _____

Address: _____

Date of birth: _____

National Insurance Number: _____

SB No. (if applicable) _____

Name of employer: _____

2. Representative's details (if someone is acting on your behalf)

(Please print)

Full name: _____

Address: _____

Important

If you are acting as a representative, you must provide HSC Pension Service with a written mandate, signed by the individual concerned, agreeing to your acting on their behalf, before we can provide you with any information we hold on that individual.

3. Address to which you would like the Director of Operations' reply to be sent

Contact Telephone number: _____

4. Your status

(Please read this section and tick the correct box)]

I would like the Director of Operations to look into my complaint and make a decision on it.

I am the:	Scheme member	<input type="checkbox"/>
	prospective Scheme member	<input type="checkbox"/>
	former Scheme member	<input type="checkbox"/>
	dependant of a former member	<input type="checkbox"/>
	HSC employee (non-scheme member)	<input type="checkbox"/>
	representative	<input type="checkbox"/>

5. Your complaint

You have 6 months from the date of the decision under Stage 1 in which to make a formal complaint to the Director of Operations under Stage 2 of the IDR.

Ill Health/Injury Benefit Appeals

The appeal process for ill health pensions and Temporary Injury Allowance (TIA) 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.

Please give details of why you disagree with the Stage 1 decision in the space provided below. Attach any additional information or documents that you feel is relevant securely to this form. You should also enclose a copy of the letter you should have received notifying you of the decision under Stage 1 of the IDR procedures, then return your completed application to:

Director of Operations
HSC Pension Service
Waterside House, 75 Duke Street, Londonderry BT47 6FP

Details:

Continue on a separate sheet if required:-

Signed: _____ Date: _____