



Internal Dispute Resolution Procedure

May 2019

The content below is intended as a guide to how the internal dispute resolution procedure operates in the Local Government Pension Scheme. It is provided for information only and is not an interpretation of the scheme regulations. In the event of any unintentional differences, the scheme regulations will prevail. This does not confer any contractual or statutory rights.

Context

From the day a person starts a job with an employer, to the day when benefits or dependant's benefits are paid, the employer and the pension scheme administering authority have to make decisions under the pension scheme regulations that affect a member (or their dependants). When a member (including dependants) is notified of a decision they should make reasonable checks to ensure that it is based on the correct details and that they agree with the decision.

If a member is not happy with the way their pension scheme membership has been dealt with, or the service they have received they should inform the administering authority by email to skpensions@sutton.gov.uk or by calling 020 8770 5290.

If the parties are unable to reach a suitable solution, the member is entitled to use this procedure to have the decision reviewed.

Stage One

Where a member believes that the decision made in the first instance is unfair or they don't agree with it, they may invoke stage one of the internal dispute resolution procedure using [this form](#). The member must do so within six months from the date of the decision.

At stage one the dispute will be carefully considered by the relevant head of service and the member will receive a decision in writing within two months.

If their decision is contrary to the original decision of the employer or administering authority, the party will be required to proceed on the decided basis. However, if the decision concerns the exercise of a discretion, the party is only required to reconsider their original decision.

Stage Two

If you are not satisfied with the stage one decision or have not received the decision by the response deadline, the member can request to move their dispute to stage two. The member must make the request within six months from the date of the stage one decision.

At stage two the matter will be considered by the relevant assistant director and the member will receive a decision in writing within two months.

As with stage one, if their decision is contrary to the stage one decision, the party will be required to proceed on the decided basis, except in the case of the exercise of a discretion.

Additional Help

You have the right to refer your complaint to The Pensions Ombudsman free of charge.

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes.

Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened - or if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended.

The Pensions Ombudsman can be contacted at:

Address 10 South Colonnade, Canary Wharf, E14 4PU
Telephone 0800 917 4487
Email enquiries@pensions-ombudsman.org.uk
Web www.pensions-ombudsman.org.uk

You can submit a complaint online at

www.pensions-ombudsman.org.uk/our-service/make-a-complaint/

If you have general requests for information or guidance concerning your pension arrangements you may contact The Pensions Advisory Service at:

Address 11 Belgrave Road, London, SW1V 1RB
Telephone 0800 011 3797
Web www.pensionsadvisoryservice.org.uk/