

**THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA  
LOCAL GOVERNMENT PENSION SCHEME REGULATIONS  
INTERNAL DISPUTE RESOLUTION PROCEDURE (IDRP)**

As required by the Pensions Act 1995 the Local Government Pension Scheme (LGPS) has introduced an Internal Dispute Resolution Procedure (IDRP) for resolving disputes which may arise from any decision made by the Council that affects members'/beneficiaries' pension rights

In the first instance a complaint must be sent in writing to the Royal Borough of Kensington and Chelsea, who is suitably qualified to deal with and investigate complaints and if necessary, has the authority to overturn the original decision.

A complaint must be submitted within six months of the original decision or non-decision and the Appointed Person must respond within two months of receiving the complaint.

The Appointed Person in the case of The Royal Borough of Kensington and Chelsea is as follows:

Maria Bailey  
Bi-Borough Pensions Manager  
Third Floor  
The Royal Borough of Kensington and Chelsea  
Town Hall  
Hornton Street  
London, W8 7NX.

The Appointed person must also point out that the Pensions Advisory Service (OPAS) and then the Pensions Ombudsman can assist if the Internal Disputes Resolution Procedure has failed to resolve the matter satisfactorily

The Pensions Ombudsman is an independent expert in pension's matters who can investigate complaints of injustice caused by maladministration. The Pensions Ombudsman can be contacted at:

OPAS  
11 Belgrave Road  
London SW1V 1RB