**Royal Borough of Kensington & Chelsea**

**Local Government Pension Scheme (LGPS) Regulations**

INTERNAL DISPUTE RESOLUTION PROCEDURE (IDRP)

**(Updated May 2024)**

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 an employer in the Council’s LGPS, or by the administering authority, that affects members’ / beneficiaries’ pension rights.

In the first instance a complaint under the IDRP must be sent in writing to the Appointed Person of 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. Please use the attached form to submit your stage 1 IDRP complaint.

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 LGPS is as follows:

Anerley Smith Pensions Operational Manager

The Royal Borough of Kensington & Chelsea Third Floor, Green Zone

Town Hall Hornton Street London, W8 7NX.

Email: anerley.smith@rbkc.gov.uk

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

The Money and Pensions Service (MaPS) replaces the 3 existing providers of government-sponsored financial guidance – the Money Advice Service, the Pensions Advisory Service and Pension Wise. It provides free and impartial debt advice, money guidance and pension guidance to members of the public.

Money and Pensions Service

Borough Hall

Cauldwell Street

Bedford

MK42 9AP

**Email:** contact@maps.org.uk

**Phone:** 01159 659570

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

The Pensions Ombudsman

10 S Colonnade, Canary Wharf, London E14 4PU.

Telephone: 0800 917 4487 (UK)

Email: enquiries@pensions-ombudsman.org.uk

The IDRP submission form can be found on the next page.

**Royal Borough of Kensington & Chelsea**

**LOCAL GOVERNMENT PENSION SCHEME REGULATIONS**

**INTERNAL DISPUTE RESOLUTION PROCEDURE (IDRP) STAGE 1 COMPLAINT FORM**

|  |
| --- |
| **COMPLAINANT** |
| Title |   | Surname |   |
| Forenames  |
| Date of Birth |   | National Insurance Number |   |
| Address |   |
|   |
| Post code |   |
| Name of Employer |   |

|  |
| --- |
| **SCHEME MEMBER (If different from above)** |
| Title |   | Surname |   |
| Forenames  |
| Date of Birth |   | National Insurance Number |   |
| Address |   |
|   |
| Post code |   |
| Name of Employer |   |

|  |
| --- |
| **DETAILS OF REPRESENTATIVE: (If required)** |
| Title |   | Full name |   |
| Profession or relationship to complainant |   |
| Address |   |
|   | Post code |   |
| Is all correspondence to be copied to your representative as well? | YES /NO |   |

|  |
| --- |
| **Details of dispute:** Please give full details of your stage 1 complaint in this box. Please try to explain why you are disputing, giving any relevant dates and previous discussions. Please use an additional sheet if required and/or attach any additional information to support your case. |
|   |
| **Resolution or remedy sought:** please state details here. |
| **Signature of Complainant:** | **Date:** |
| **Signature of Representative:** | **Date:** |

Submit your IDRP stage 1 complaint by post or email to the Appointed Person of the RBKC LGPS:

Anerley Smith, Pensions Operational Manager, The Royal Borough of Kensington & Chelsea, Third Floor, Green Zone, Town Hall, Hornton Street, London, W8 7NX. Email: Anerley.smith@rbkc.gov.uk