

**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](mailto: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](mailto:contact@maps.org.uk)  
**Phone:** [01159 659570](tel:01159659570)

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](mailto:enquiries@pensions-ombudsman.org.uk)

The IDRPs 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**

<b>COMPLAINANT</b>			
Title		Surname	
Forenames			
Date of Birth		National Insurance Number	
Address			
Post code			
Name of Employer			

<b>SCHEME MEMBER (if different from above)</b>			
Title		Surname	
Forenames			
Date of Birth		National Insurance Number	
Address			
Post code			
Name of Employer			

<b>DETAILS OF REPRESENTATIVE: (if required)</b>			
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 IDRPs 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](mailto:Anerley.smith@rbkc.gov.uk)