

Internal Dispute Resolution Procedure (IDRP)

1. Informal Resolution

If you are not satisfied with any decision made in relation to your rights under the Local Government Pension Scheme (LGPS), you can request that it be looked at again. In the first instance, you should contact the Pensions Manager at Dorset County Council, County Hall, Dorchester, Dorset DT1 1XJ, who may be able to resolve the matter informally.

2. Formal Appeal: Stage 1

If you are still not satisfied, you may make a formal appeal to the person nominated by your employer to resolve disputes at stage 1 using an application form provided in the employee's guide to the IDRP obtainable from your employer. Your appeal must normally be made within 6 months of being notified of the decision you wish to appeal against.

3. Formal Appeal: Stage 2

If you are not satisfied with the nominated person's decision, or you have not received a decision or an interim letter from the nominated person within 3 months of lodging your appeal, or it is over a month since you received the interim reply, you can make a further appeal to the administering authority, which is Dorset County Council. The person dealing with Stage 2 appeals is Mr Jonathan Mair, Service Director – Organisational Development, Dorset County Council, County Hall, Dorchester, Dorset DT1 1XJ. Application forms for Stage 2 can be obtained by contacting the Pensions Section.

The Pensions Advisory Service (TPAS) is available to assist members and beneficiaries of the pension scheme in connection with any difficulty they may have with the scheme.

Contact details for TPAS are as follows:

11 Belgrave Road
London
SW1V 1RB

Tel: 0845 6012923 (9am to 5pm Monday to Friday)

Email: enquiries@pensionsadvisoryservice.org.uk