

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 Service Manager for Pensions at Dorset County Pension Fund, 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 Council.

Stage 2 will be assessed by a panel, consisting of:

The Service Manager for Pensions (or representative of)
The Monitoring Officer (or representative of)
The Fund Administrator (or representative of)

The Money and Pensions Service (MoneyHelper) 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 MoneyHelper are as follows:

Telephone: 0800 011 3797

Website: <https://www.moneyhelper.org.uk/en/pensions-and-retirement?source=tpas>
<https://www.pensionsadvisoryservice.org.uk/contacting-us/online-enquiry-form>

Address:

Money and Pensions Service
120 Holborn
London
EC1N 2TD

To help MoneyHelper understand your problem and respond appropriately, it's always helpful (and in the case of disputes with your pension provider, essential) for them to see copies of any relevant correspondence you have. Please attach copies of any relevant correspondence, which you think will help.

The employee's guide to the IDRP is available on the Dorset County Pension Fund website and can be found at <https://dorsetpensionfund.org/forms-and-publications/internal-dispute-resolution-procedure-idrp>