



**INTERNAL DISPUTE RESOLUTION PROCEDURES REGS.**  
**1996 No 1270**

Section 50 of the Pensions Act 1995 requires Occupational Pension Schemes to introduce formal dispute resolution procedures dealing with complaint from scheme members. The I.D.R.P. Regulations were produced to meet the requirements of the Act and copies may be purchased from H.M. Stationery , or may be inspected by arranging to visit the Payroll / Pension Manager at Police HQ, Newby Wiske, Northallerton. DL7 9HA Tel: 01609 789023 .

The regulations require the Police Authority to consider complaints about the Police Pensions Scheme other than appeals under Regulation H2 of the Pension Regulations which deals with Medical Appeals and any matter which are already being consider in a court , tribunal or by the Pensions Ombudsman.

**How do the Internal Dispute Resolution Procedures operate?**

If you have a complaint about the operation of the Police Pension Scheme , other than about a medical decision taken under Regulation H1 , the I.D.R.P. Regulations allow you to have your complaint consider by a Panel appointed by the Police Authority.

There are two stages to the complaints procedure :-

**Stage 1** - your complaint will be considered by a panel consisting of The Deputy Chief Constable, a Senior member of the HR Section and a Senior member of the Finance Section. After the decision has been issued to you there is a right of appeal for a Stage 2 decision.

**Stage 2** - any complaints you wish to make about the Stage 1 decision will be considered by a committee made up of members of the Police Authority. After a decision is given by the committee you still have the right to pursue the matter further by referring your claim to O.P.A.S. ( the Pensions Advisory Service ) or to the Pensions Ombudsman (the addresses for these organisations are given later in these guidance notes).

**Who can make an application under the regulations ?.**

Any serving officer deferred pension holder or retired officer.

A widow or surviving dependent of a deceased member of the scheme.

A prospective member of the scheme , i.e. One who is eligible for membership of the scheme.

An application can be made on behalf of an individual who fall into one of the above categories by any other individual or body nominated by the person who is entitled to apply.

An application may also be continue after your death ,if the applicant is a minor , or the applicant is otherwise incapable of acting for his / her self.

### **What can the application be about ?**

The Panel is allowed to consider any claimed action or omission by the Police Authority within the scope of the regulations except for :-

i) a determination of a Police Authority on a question referred to a selected medical practitioner under Regulation H1 , where a notice of an appeal has been issued by the complainant under Regulation H2 of the Police Pensions Regulations 1987 ;and

li) a matter which is the subject of the proceedings begun in any court or tribunal.

In reaching their decision the Panel had to give consideration both to your complaints and to interpretation and application of the pensions regulations . The Panel cannot consider complaints made which fall outside the scope of the regulations

### **How to make an application.**

The HR Section and Payroll Section has a supply of forms which can be use to make your application , these have been produced to ensure that any applications are dealt with uniformly and should prevent any required details from being omitted on your application which might delay the procedures. These forms can be obtained by writing to the Payroll / Pensions Manager at Police HQ, Newby Wiske, Northallerton. DL7 9HA

Under the Procedures a Stage 1 application must be made in writing setting out the facts of the matter in dispute and why you are aggrieved. The complaint must contain enough details to enable the panel to investigate the complaint.

The forms which will be forwarded to your will require you to complete all the details we need to identify the applicant and any body which may represent the applicant.

### **Is there a time limit on making applications?**

There is no formal time limit but the longer the period between the date the subject of your complaint occurs and the date you lodge an application will be important in allowing the issues to be dealt with promptly and the details surrounding the complaint and records relevant to it are easily obtained.

### **Stage 1 Decisions**

After lodging your complaint a decision under Stage 1 should be given to you in writing within 2 months of the receipt of your application. If it is felt that a decision cannot be given within the 2 month period an interim response should be given setting out the reason for the delay and providing a date for the decision to be finalised.

When the decision is given it must contain a statement of the decision, reference to any legislation relied upon, reference to any parts of the Police Pensions Regulations relied upon and discretion exercised by the Authority under the regulations. Finally it should make you aware of your right to have your complaint considered under Stage 2 of the procedures by a committee formed from members of the Police Authority. Such an application must be made within 6 months of the date of notice of the Stage 1 decision.

### **What would happen if the Stage 1 decision is not delivered in the allowed time limits?**

If the decision for a complaint under Stage 1 has not been given within 3 months of the date you lodged your application or within 1 month of the date given when an interim letter had been sent to you may make a Stage 2 application .

### **Stage 2 applications**

Stage 2 application forms are held by the Payroll / Pensions Manager to assist you and you may obtain them in the same manner as the Stage 1 forms.

You should again set out the facts of the complaint and why you are dissatisfied with the Stage 1 decision.

You should send the documentation to the Payroll / Pensions Manager who will arrange for the Stage 2 process to be implemented.

### **Stage 2 Decision**

The decision should be made within 2 months of the date of the receipt of your application for a Stage 2 decision . If it is not possible to give a decision in that period of time an interim letter should be sent giving a date for the matter those details in the explanation of a Stage 1 decision. to be resolved.

The final response should contain a statement of the decision identifying if and to what extent the original decision has been replaced.

References to any legislation relied upon and to any parts of the Police Pensions Regulations confirming discretion .

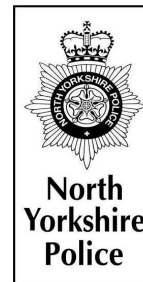
A statement and details of the availability of O.P.A.S. ( The Office of the Pension Advisory Service) and the Pensions Ombudsman .

### **O.P.A.S. And the Pensions Ombudsman**

Should you wish to pursue the matter further both O.P.A.S. And the Pensions Ombudsman may be contacted by writing to them at 11 Belgrave Road , London SW1V 1RB. Or telephone 0845 6012923

### **Further Information about Internal Dispute Resolution Procedures**

You can ask for advice or obtain further forms from the Payroll / Pensions Manager at Police HQ, Newby Wiske, Northallerton. DL7 9HA Tel: 01609 789023 .



Application for a Decision under Stage 1

The Occupational Pension Schemes (Internal Dispute Resolution Procedures) Regs.1996

Applicant :

Full Name :

Date of Birth :

Address :

National Ins.No.

Division:

Warrant No :

Where the Applicant is a Widow , Widower , or a Surviving dependent of a scheme member please supply the additional information,

Full name of Member \_\_\_\_\_ Date of birth \_\_\_ / \_\_\_ / \_\_\_

Address : \_\_\_\_\_ N.I. No. \_\_\_ / \_\_\_ / \_\_\_ / \_\_\_ / \_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Relationship to Scheme Member \_\_\_\_\_

Where the Applicant is being represented by another individual or organisation :

Name or title of representative \_\_\_\_\_

Address to which any documentation should be forwarded :-

Fao Graham Hartley, North Yorkshire Police  
Newby Wiske, Northallerton  
North Yorkshire. DL7 9HA

Nature of Complaint



Signed \_\_\_\_\_ Date: \_\_\_\_\_



Application for a Decision under Stage 2

The Occupational Pension Schemes (Internal Dispute Resolution Procedures) Regs.1996

Applicant :

Full Name :

Date of Birth :

Address :

National Ins.No.

Division:

Warrant No :

Where the Applicant is a Widow , Widower , or a Surviving dependent of a scheme member please supply the additional information,

Full name of Member \_\_\_\_\_ Date of birth \_\_\_ / \_\_\_ / \_\_\_

Address : \_\_\_\_\_ N.I. No. \_\_\_ / \_\_\_ / \_\_\_ / \_\_\_ / \_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Relationship to Scheme Member \_\_\_\_\_

Where the Applicant is being represented by another individual or organisation :

Name or title of representative \_\_\_\_\_

Address to which any documentation should be forwarded :-

Fao Graham Hartley, North Yorkshire Police  
Newby Wiske, Northallerton  
North Yorkshire.DL7 9HA

Nature of Complaint



Signed \_\_\_\_\_ Date: \_\_\_\_\_

