

Internal Dispute Resolution Procedures

To the HSC Pension Service,
Senior Management Team (HSCPS SMT)
Stage 2 Application (DRP2)

You can use this form to apply to the Director of Operations if you are not happy with the decision under Stage 1 of the IDR procedures.

These procedures should not be used if:

- The Pensions Ombudsman has started any investigations into the complaint or had the dispute referred to them; or
- The disagreement has led to court or tribunal proceedings being started.

1. Complainant's details (this information must be supplied in all cases) (Please print)

Full Name:	
Address:	
Postcode:	
Date of Birth:	
National Insurance Number:	
Name of employer:	

2. Representative's details if someone is acting on your behalf) (Please print)

Full Name:	
Address:	
Postcode:	

Important

If you are acting as a representative, you must provide HSC Pension Service with a written mandate, signed by the individual concerned, agreeing to your acting on their behalf, before we can provide any information we hold on that individual.

3. Address to which you would like the Senior Manager’s reply to be sent:

Address:	
Postcode:	
Contact Telephone number:	

4. Your status (*Please read this section and tick the correct box*)

I would like the HSCPS Senior Management Team to look into my complaint and make a decision on it.

- I am the:
- Scheme member
 - prospective Scheme member
 - former Scheme member
 - dependant of a former member
 - HSC employee (non-scheme member)
 - representative

5. Your complaint

If your Stage 1 Appeal is unsuccessful, you are entitled to have your case reviewed for a second time. The second review will be carried out by a member of the Senior Management Team under Stage 2 of the IDR process. If you wish to do this, your Stage 2 IDR Application must be received by HSC Pension Service within six months of the date of the Stage 1 Appeal decision letter issued to you.

Ill Health Benefit Appeals

The appeal process for ill health pensions is also dealt with under the Internal Disputes Resolution (IDR) Procedures. An applicant can appeal a decision to reject an application or a decision to award a Tier 1 pension.

Provision of additional medical evidence is not compulsory , however, members will be advised that a decision not to award an ill health pension, or award a Tier 1 pension, is unlikely to be overturned unless they provide additional medical evidence. In addition, any medical evidence must relate to the same condition in respect of which the initial application was made and must support incapacity at date of application.

In cases where a member’s health has deteriorated since the initial application, it may be appropriate for a new application to be made.

