

## Internal Dispute Resolution Procedures (IDRP) Stage Two Application (DRP2)

To the HSC Pension Service, Senior Management Team (HSCPS SMT)

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

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

### Complainant's details (this information must be supplied in all cases)

Surname

Forename

National Insurance Number

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Date of Birth

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Address

Email address

Contact telephone number

Post Code

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### Representative's details (if someone is acting on your behalf)

**If you are acting as a representative, you must provide HSCPS with a Letter of Authority, signed by the individual concerned, agreeing to your acting on their behalf, before we can provide any information we hold on that individual.**

Full Name

Address (if different from above)

Relationship to Scheme Member

Post Code

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## Address to which you would like the Senior Manager's reply to be sent

Address

Post Code							

Contact Telephone Number

Email address

## Your status

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 Scheme Member
  - HSC employee (non-scheme member)
  - Representative ( Letter of Authority attached?)

## Your complaint

If your Stage One 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 Two of the IDR process. If you wish to do this, your Stage Two IDR application must be received by HSC Pension Service within six months of the date of the Stage One Appeal decision letter issued to you.

## III Health Benefit Appeals

The appeal process for III Health pensions is also dealt with under the IDR Procedure. 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 III Health pension, or award a Tier 1 pension, is unlikely to be overturned unless additional medical evidence is provided. 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.

Please give details of why you disagree with the Stage One decision in the space provided below. Attach with this form any additional information/documents that you feel is relevant, but please do so securely. You should also enclose a copy of the letter you should have received notifying you of the decision under Stage One of the IDR procedures,

Signed

Dated 

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Please return your completed application via email by clicking **HERE**. Alternatively, please print and post your form directly to:

FAO HSCPS Senior Management Team, HSC Pension Service, Waterside House, 75 Duke Street, Londonderry, BT47 6FP

**Data Protection Act 1988: Fair Processing Notice**

The HSC Pension Service will only use the information that you have provided on this form for as long as is required by law. Your details will then be removed from our files. We will not transfer your Personal Data outside the European Economic Area or disclose it to any third party other than for the purposes of detecting and preventing fraud and errors or as required by law. We may contact you to discuss your application by any of the methods you have entered on this form.