

## INTERNAL DISPUTE RESOLUTION PROCEDURE (DRP1)

Is this in respect of an ill health appeal? Yes  No

In order to initiate the Internal Dispute Resolution process, it is a requirement of the **Occupational Pension Schemes (Internal Disputes Resolution Procedures) Regulations 1996** that you, or your representative, provide specific information; the details for which are set out in this application form.

Failure to provide any of the information we have asked for will result in your application being delayed. We do appreciate that some of the information being requested will already be known to us, however it is a requirement of the above legislation that all such details are provided.

The Disputes Officer is required to provide you with their decision within 2 months of receiving your completed application. If they are unable to do so they will write to you to let you know the reasons why and provide you with a date when you will receive their full response. If you have not already done so, please read the guidance contained in the leaflet *Complaints and Disputes*. This can be downloaded from the HSC Pension Service website.

**For the attention of: The Disputes Officer, HSC Pension Service**

I wish to apply for a Stage One decision under the Scheme's IDR procedure to be made in respect of the attached disagreement, pursuant to Section 50(2) (a) of the Pensions Act 1995. I cannot ask for a decision about this disagreement if:

- proceedings about the disagreement have begun in any court or tribunal, or
- The Pensions Ombudsman has started an investigation into a complaint made, or a dispute referred to him about the disagreement.

Scheme member/IB claimant signature

Date

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### Complainant's details (Pension Scheme member)

Surname

Forename

National Insurance Number

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Date of Birth

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Email address

Contact telephone number

## 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.

Surname

Forename

Relationship to Scheme member

Address (if different from above)

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## 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.

If you are making a claim for financial loss as part of your complaint or dispute, you will need to provide full details of the loss you consider has occurred, by attaching any documentary evidence to support this.

## 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.

**I have attached the following documentation (if applicable):**

Additional medical evidence not previously been seen by HSC Pension Service medical advisors

Details of the financial loss I have incurred

Letter of Authority (if applicable)

Other (please provide details)

Please provide details of your complaint/III Health Appeal in the box provided below:

Signed

Dated

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Please return your completed application via email by clicking **HERE**, or alternatively forward your form directly to:

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.