



## Internal Dispute Resolution Procedure

Should you disagree with a decision made by the Police Force or administrators of the Police Pension Scheme in relation to your benefits, there is a two stage complaints process in place known as the Internal Dispute Resolution Procedure (IDRP).

You can make a complaint under the IDRP if you are a:

- **Prospective member** wishing to join the Police Pension Scheme (PPS); or
- **Police officer** contributing to the PPS; or
- **Deferred Police officer** who has left the Force, but your benefits remain in the PPS; or
- **Pensioner member**, who is currently in receipt of a pension benefit from the PPS.

When making your complaint, you can choose someone else to represent your case - a friend, relative, solicitor or union representative for example.

### Stage 1: Formal Complaint

You should complain in writing to whoever you think is at fault, either the Police Force or the Administrator of the scheme, by completing the application form within **6 months** of the problem arising. The facts of your case will be examined along with the scheme regulations, and any other legislation which is relevant.

You should receive a written reply within **2 months** of receiving your particulars. Confirmation of the decision will be presented, or alternatively reasons will be given for the delay in providing the outcome.

For all complaints please complete the application form and return to:

**The Pensions Manager**  
**Dyfed Pension Fund**  
**County Hall**  
**Carmarthen**  
**SA31 1JP**

### Stage 2: Further Appeal

If you are unhappy with the Stage 1 decision, you have **6 months** to appeal to a Stage 2 referee appointed by the administrator of the Scheme. You must make your Stage 2 appeal in writing, which should be accompanied by the Stage 1 decision.

You can also go straight to Stage 2 if:

- You have gone through Stage 1 and haven't had a reply within **3 months** of making your appeal; or
- You have gone through Stage 1 and haven't received a decision within **1 month** of the date you were told you would receive it.

The Stage 2 referee should reply to you within **2 months** of receiving your complaint.

For all Stage 2 appeals please complete the attached application form and return to:

**The Chief Constable  
Dyfed Powys Police  
Police Headquarters  
PO BOX 99  
Llangunnor  
Carmarthen  
SA31 2PF**

### **The Pensions Advisory Service (TPAS)**

Before asking for TPAS' help in resolving your appeal, you must have already tried to settle it by means of the IDR. Hereafter, TPAS is available for assistance in connection with any pensions query.

You can either get in touch with a local TPAS adviser through your Citizens Advice Bureau, or alternatively you can contact their central office:

Tel: **0300 123 1047**  
Website: **[www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)**

### **The Pensions Ombudsman (TPO)**

You have the right to refer your complaint to The Pensions Ombudsman free of charge.

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes.

Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened – or, if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended.

The Pensions Ombudsman can be contacted at:

**10 South Colonnade, Canary Wharf, London, E14 4PU**

Tel: **0800 917 4487**  
Email: **[enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)**  
Website: **[www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)**

### **The Pensions Advisory Service (TPAS)**

If you have general requests for information or guidance concerning your pension arrangements contact:

**The Pensions Advisory Service, 11 Belgrave Road, London, SW1V 1RB**

Tel: **0800 011 3797**  
Website: **[www.pensionsadvisoryservice.org.uk/](http://www.pensionsadvisoryservice.org.uk/)**

### **The Pensions Regulator (TPR)**

The Pensions Regulator is a pensions watchdog which makes sure schemes are run properly and protects members against fraud. Anyone who is worried about a scheme can report to The Pensions Regulator.

The Regulator's contact details are:

Tel: **0345 600 0707**  
Website: **[www.thepensionsregulator.gov.uk/](http://www.thepensionsregulator.gov.uk/)**



