



# Internal Dispute Resolution Procedure

Should you disagree with a decision made by the Fire & Rescue Service (FRS) or administrators of the Fire 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 Firefighters' Pension Scheme (FPS) (Wales) 2015 (FPS 2015), or a
- **Firefighter** contributing to the FPS 1992 or the FPS (Wales) 2007, or a
- **Deferred Firefighter** who has left the FRS, but your benefits remain in the Fire Pension Fund, or a
- **Pensioner member**, who is currently in receipt of a pension benefit from the Fire Pension Fund.

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 FRS 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 complaints against the FRS, please complete the application form and return to:

**The Chief Fire Officer  
North Wales Fire & Rescue Service  
Ffordd Salesbury  
St Asaph Business Park  
St Asaph  
Denbighshire  
LL17 0JJ**

For complaints against the Administrator of the Scheme, please complete the application form and return to:

**The Pensions Manager  
Carmarthenshire County Council  
Building 2  
St. David's Park  
Carmarthen  
SA31 3HB**

## **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 Pension Fund. 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 **a 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:

**Chair of the FRA  
C/O North Wales Fire & Rescue Service  
Ffordd Salesbury  
St Asaph Business Park  
St Asaph  
Denbighshire  
LL17 0JJ**

## **Further Assistance**

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

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

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

Contact with TPO about a complaint needs to be made within **3 years** of when the event(s) you are complaining about happened – or, if later, within **3 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)**

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

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

**The Pensions Advisory Service (TPAS), 120 Holborn, London, EC1N 2TD**

Tel: **0800 011 3797**

Website: **[www.pensionsadvisoryservice.org.uk/](http://www.pensionsadvisoryservice.org.uk/)**

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

The Pensions Regulator (TPR) 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 TPR.

TPR's contact details are follows.

**Address: TPR, Napier House, Trafalgar Place, Brighton, BN1 4DW**

**Tel: 0345 600 0707**

**Website: [www.thepensionsregulator.gov.uk/](http://www.thepensionsregulator.gov.uk/)**

# Internal Dispute Resolution Procedure (IDRP) Application Form



## Stage 1 Application

(To be completed by the Member or Personal Representative)

Member's Details		(Please complete in BLOCK capitals)	
Full Name:		Date of Birth:	
Payroll Number:		N.I. Number:	
Address:			
		Post Code:	
Employing Authority:			

Language Preference		(Please TICK the appropriate box to indicate your election)	
As a member of the Fire Pension Scheme, I wish to receive <b>ALL</b> future correspondence in:			
<b>WELSH</b>	<input type="checkbox"/>	<b>ENGLISH</b>	<input type="checkbox"/>
		<b>BILINGUAL</b>	<input type="checkbox"/>

Complete below if you are Representing the Member	
Full Name:	
Relationship to Member:	
Address for Correspondence:	
	Post Code: <input type="text"/>

## Statement of Application

Please give a statement of the nature of the disagreement overleaf, with sufficient details to show why you are aggrieved. If necessary, continue details on an additional page and attach to the application form together with any supporting documents.

**Please provide your statement below.**

**Declaration**

Member's Signature:		Date:	
Signature of Representative:		Date:	