

Application for Adjudication of Disagreements Procedure (AADP)

What to do if you are not happy with a decision made about your pension benefits

The Local Government Pension Scheme has a disputes procedure which aims to resolve matters locally, wherever possible.

There is a two stage procedure where you first informally complain to who you feel is at fault – either your current/former employer or Derbyshire Pension Fund (DPF) directly, most problems can be solved informally this way, but if you are still not happy, you can then submit a formal appeal.

Derbyshire Pension Fund's address is:

Derbyshire Pension Fund, County Hall, Matlock, Derbyshire, DE4 3AH

FORMAL APPEAL STAGE ONE

You can refer a dispute on a pensions matter to the Adjudicator specified by your employer, or if Derbyshire Pension Fund has made the initial decision, to the Adjudicator for Derbyshire County Council as the administering authority. This stage is a formal review of the initial decision and is an opportunity to reconsider the matter. Either Derbyshire Pension Fund or your employer can tell you who the relevant Adjudicator is and supply you with a more detailed guide on the procedure together with a form to fill in.

This disputes procedure only applies to the main Pension Scheme and cannot be used for other areas such as awards of compensation.

FORMAL APPEAL STAGE TWO

Should you still be dissatisfied after receiving the formal Stage One decision the matter can then be referred to the Derbyshire Pension Fund, as the administering authority, for determination.

Derbyshire County Council's Pensions and Investments Committee will consider stage 2 appeals.

STILL NOT HAPPY?

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 normally 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, E14 4PU.

Tel: 0800 917 4487.

Email: enquiries@pensions-ombudsman.org.uk

Website: www.pensions-ombudsman.org.uk

You can also submit a complaint form online: www.pensions-ombudsman.org.uk/our-service/make-a-complaint

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

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

Telephone: 0800 011 3797

Website: www.pensionsadvisoryservice.org.uk

Further information about the Local Government Pension Scheme can be obtained from Derbyshire Pension Fund at the address shown above or from our website: www.derbyshirepensionfund.org.uk