

United Kingdom Atomic Energy Authority PENSION SCHEMES

INTERNAL DISPUTE RESOLUTION PROCEDURE

Information for scheme members

Introduction

The **United Kingdom Atomic Energy Authority** (the Authority) Pension Schemes have a procedure for dealing with disagreements between scheme members and the Scheme.

This is known as the Internal Dispute Resolution (IDR) Procedure and covers:

- the Combined Pension Scheme of the Authority
- the Principal Non-Industrial Superannuation Scheme
- the Protected Persons Superannuation Scheme
- the Additional Voluntary Contribution Scheme
- the Shift Pay Pension Plan

This leaflet outlines the way the process works in relation to any complaint you may have regarding your pension benefits.

A scheme member must be:

- an active, deferred or pensioner member
- a widow, widower or dependant of members who have died
- anyone who has been a member within the last six months
- those eligible for membership of the scheme
- or anyone claiming to be in any of these categories

An application may be made or continued on behalf of an individual member by a personal representative (e.g. trade union, solicitor) formally nominated in writing by the member. An application may also be made or continued on an individual member's behalf when a member dies, or is a minor, or is incapable of acting for him or herself (in the case of death, by the personal representative, and in any other case by a member of the individual's family or some other person or body suitable to represent him or her).

What is the complaints procedure?

There are two formal stages for dealing with complaints:

- First stage

The right to receive a written explanation of a decision taken by the Head of Pensions

- Second stage

The right to appeal to the UKAEA Director of Finance and Corporate Affairs.

How does the complaints procedure work?

In order to receive a decision on a complaint you should submit a written application using form IDR1 (available from Equiniti, UKAEA Pensions, PO Box 5130, Lancing, BN99 9AP) who will send it to the Head of Pensions, UK Atomic Energy Authority, K2 1.10, Culham Science Centre, Abingdon, OX14 3DB. The application must include full details and any evidence of the disagreement on which a decision is being requested. A representative or

relative acting on behalf of a member must, in addition, provide their full name, address and profession or relationship to the individual.

When can I expect a reply from the Head of Pensions?

The reply from the Head of Pensions (“the notice of decision”) will provide an explanation of the decision taken in response to the complaint, and should be issued within two months of the date of receipt of the application. Where it is clear that this will not be possible, an interim reply will be sent setting out why there is a delay and when a full reply can be expected. The notice of decision will include a reference to the relevant scheme rules and documentation which have been applied, as well as an explanation of the individual’s right to have the disagreement referred for consideration by the UKAEA Director of Finance and Corporate Affairs.

Is there a time limit?

Yes. If you wish to appeal to the UKAEA Director of Finance and Corporate Affairs you must do so within a period of 6 months from the date of the stage one notice of decision.

How do I submit an appeal to the UKAEA Director of Finance and Corporate Affairs?

Individuals must provide their full name, address, date of birth, national insurance number, and pay number, together with a statement that they wish the UKAEA Director of Finance and Corporate Affairs to reconsider the decision taken by the Head of Pensions and detail the reasons why they are dissatisfied with it. The appeal must be sent on form IDR2 (available from Equiniti, UKAEA Pensions, PO Box 5130, Lancing, BN99 9AP) to Head of Pensions, UK Atomic Energy Authority, K2 1.10, Culham Science Centre, Abingdon, OX14 3DB. who will arrange for it to be forwarded to the UKAEA Director of Finance and Corporate Affairs within five working days of receipt, together with all relevant documentation.

When can I expect a reply from the UKAEA Director of Finance and Corporate Affairs?

A decision by the UKAEA Director of Finance and Corporate Affairs on an appeal will constitute a final determination. He or she will seek to issue a notice of their decision within two months of the date of receipt of the appeal, and, where this may not be possible an interim reply will be sent explaining why there is a delay and when a full reply can be expected. The reply from the UKAEA Director of Finance and Corporate Affairs will state whether, and if so to what extent, the original decision by the Head of Pensions has been replaced. In addition it will include a reference to the scheme rules and any other documentation which has been applied.

Who can help with my appeal?

You could seek the assistance of a friend or relative, Trade Union Representatives or a legal adviser. You can also consult the Pensions Advisory Service (TPAS), an independent voluntary organisation, which is available to assist scheme members with any difficulties which they have failed to resolve with either the Head of Pensions or the UKAEA Director of Finance and Corporate Affairs.

How can I contact the Pensions Advisory Service (TPAS)?

You can contact the Pensions Advisory Service (TPAS) at the following address:-

The Pensions Advisory Service
11 Belgrave Road
LONDON
SW1V 1RB

If you contact the Pensions Advisory Service (TPAS), your problem will be handled by one of their advisers. They are experienced pension professionals who will act independently, in accordance with the TPAS Code of Practice. You can contact the Pensions Advisory Service (TPAS) at the address shown above, or alternatively you can contact your local Citizens Advice Bureau.

The Pensions Ombudsman

The Pensions Ombudsman is available to investigate and determine any complaint alleging injustice in consequence of maladministration in connection with any act or omission on the part of the administrators of the schemes, and include the address at which he may be contacted.

The Pensions Ombudsman will normally expect the complainants to:

- have been issued with both stage 1 and stage 2 notices of decision, and
- have sought help from the Pensions Advisory Service (TPAS)

before considering whether to investigate any complaint.

Is there a time limit?

Yes, the Pensions Ombudsman normally expects to investigate a complaint within three years of the relevant act or omission or within three years of the date the complainant knew or ought reasonably to have known of its occurrence.

Can I appeal against the Pensions Ombudsman's decision?

The Pensions Ombudsman's determination is final and binding on all concerned, subject to an appeal to the High Court (or in Scotland the Court of Session) on a point of law.

How can I contact the Pensions Ombudsman?

You can contact the Pensions Ombudsman at the following address:-

The Pensions Ombudsman
11 Belgrave Road
London
SW1V 1RB

Telephone number: 020 7834 9144

Can all complaints in connection with the pension schemes be considered under Internal Disputes Resolution Procedure?

No. An appeal to the UKAEA Director of Finance and Corporate Affairs will be rejected if a determination has already been made on an earlier occasion, by the Authority at a senior level, unless new relevant information has subsequently come to light, which had not previously been considered.

April 2018