

# THE LONDON BOROUGH OF SOUTHWARK PENSION FUND

## INTERNAL DISPUTE RESOLUTION PROCEDURE (IDRP)

### YOUR PENSION CONNECTION



This is a summary of Southwark Council's Internal Dispute Resolution Procedure (IDRP), which is part of The London Borough of Southwark Pension Fund (the Fund).

While the Fund has tried to ensure the accuracy of this guide, it is not a legal document and it does not confer any rights to the benefits outlined within it. The Fund is subject to UK legislation. Any changes to the legislation that come into effect after April 2021 may not be accurately reflected in this guide.

In addition to the guide, the Fund website [www.southwarkpensions.co.uk](http://www.southwarkpensions.co.uk) contains more information. Southwark Pension Services are also here to help. You can contact them on:

✉ [lbspensions@southwark.gov.uk](mailto:lbspensions@southwark.gov.uk)

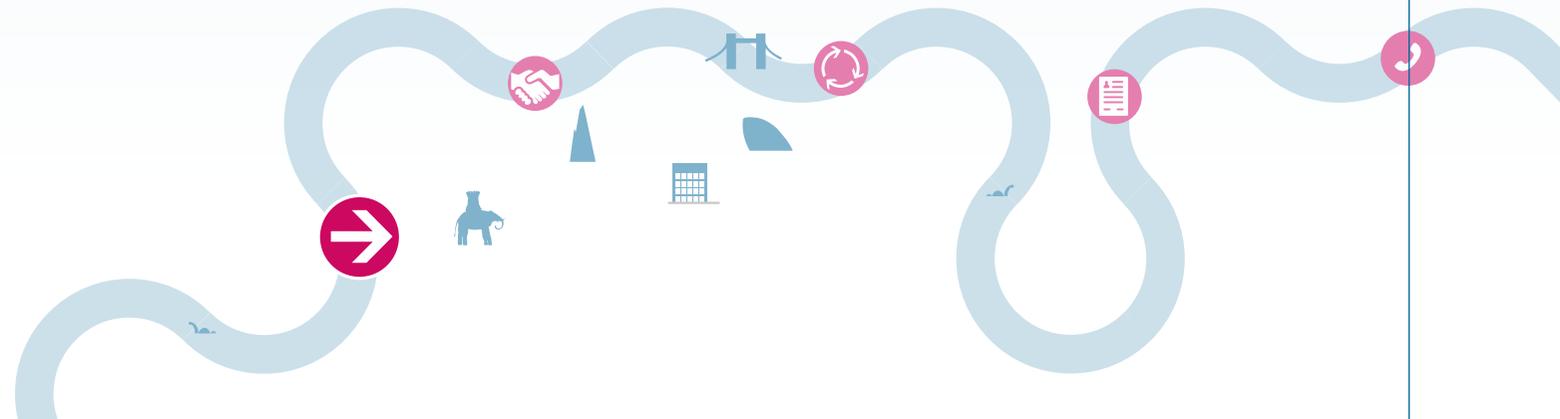
☎ 020 7525 4924

🏠 Southwark Pension Services  
Southwark Pension Fund  
PO Box 7606  
WS10 1EJ

## How to use this guide

You can navigate around this interactive guide by:

- Using the tabs at the bottom of each page to switch to the section that applies to you; or
- Clicking or tapping the previous and next buttons at the bottom of each page. You can also revisit this introduction by clicking on the home button.

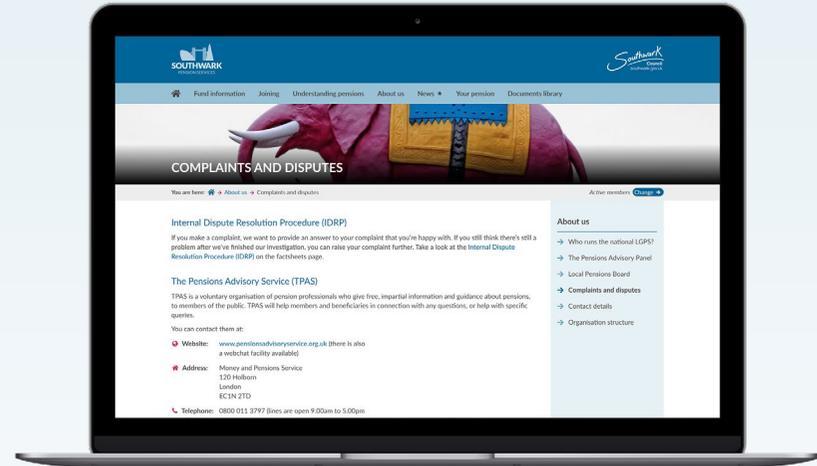




# WHAT IS THE IDRP?

If you disagree with a decision that Southwark Council has made about your pension, the IDRP gives you the right to apply to an adjudicator who will consider your case and decide if the original decision was correct or overturn that decision.

The IDRP can be a two stage process. Under stage one, the adjudicator will consider the points raised by you in determining a decision. You will need to carefully consider why in your opinion the Local Government Pension Scheme (LGPS) regulations have not been applied. If you disagree with the stage one decision maker, you can appeal the decision and the case will pass to a different adjudicator, who will assess any new information afresh and make a final decision on behalf of Southwark Council.



## Please note



It is not sufficient to claim that the application of the regulations reached in your case was unfair or not to your liking. It must be demonstrated with evidence why you feel an injustice has occurred.



## Who can apply?

- Contributors to the LGPS within the Council;
- Those who have been excluded by the Council from joining the LGPS;
- If you have suffered an accident at work and have been refused an injury allowance; or
- A widow, widower or other surviving dependants of a deceased member may also apply.

## How do I apply?

The Council has adjudicators for the following stages in the process:

- Angela Williams, Jamie Abbott, Dan Bateman, Deborah Patten and Shereen Moussa consider initial submissions made under the IDRPs; and
- Stephen Parker, Barry Berkengoff and Peter Hughes consider any appeals made under the second stage of the IDRPs.

## When can I apply?

An application must be made as soon as possible, but in any case no later than six months from the date of the act, event, or omission being complained about. If the complaint is later than six months, then the application may not be considered other than in exceptional circumstances.

### Decision timescales

The adjudicator will be expected to reach a decision within a period of two months after receipt of the application and all supporting evidence. Where it is not possible to give a written decision within this timescale, an interim response and a letter of explanation will be sent outlining the circumstances why the decision is delayed and an expected date for issuing the decision.

### Decision notice

The adjudicator will give you in writing the reasons for their decision, and will make reference to any legislation and relevant regulations where discretionary.

### Please note

If any officer has been involved with your case before, they cannot act as an adjudicator at any stage. The adjudicator may call upon any technical or expert advice as appropriate.





There's more help out there if you need it. There are a number of organisations that can provide you with help and advice about your pension savings. Some of these are listed below:

## The Pensions Advisory Service (TPAS)

TPAS is an independent voluntary body that provides free help and advice to members and other beneficiaries of occupational and personal pension schemes. TPAS is available at any time to assist members and beneficiaries with any pension query they may have or any difficulty they have failed to resolve with the trustees or administrators of a scheme.

📞 0800 011 3797

📄 You can complete an enquiry form at [www.pensionsadvisoryservice.org.uk/contacting-us/online-enquiry-form](http://www.pensionsadvisoryservice.org.uk/contacting-us/online-enquiry-form)

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

## FURTHER RIGHTS

If you are still dissatisfied with the initial decision of the adjudicator, you (or your personal representative) have the right to make a further appeal application to the administering authority to reconsider the disagreement.

Such appeals should be submitted within six months of the date of the notice of the stage one decision. Either Ms. Anson or Ms. Foy will consider all second stage appeals. The Council has a similar right to make an application.

## The Pensions Ombudsman (TPO)

TPO deals with all complaints and disputes. If TPAS guidance cannot resolve your problem, you can make a formal application to TPO setting out your complaint. Please note, anyone using TPO's 'Early Resolution Service' will not be expected to have first used the LGPS' IDR if the parties are happy with that.

TPO is impartial and looks at all the facts without taking sides. It has legal powers to make decisions that are final, and binding and enforceable in Court. There is no charge for using TPO as it is funded by grant-in-aid, paid by the DWP.

📞 0800 917 4487

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

📄 [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

## Local Government Pension Scheme (LGPS) regulations

All LGPS regulations are available for inspection upon request.

📄 Pension Services  
2nd Floor  
160 Tooley Street  
London SE1 2QH

📄 [www.lgpsmember.org](http://www.lgpsmember.org)

