

Internal dispute resolution procedure (IDRP) application form for pension disputes

Please complete all relevant sections in block capitals. Where an answer is not applicable, please indicate 'N/A'.

1. Your details

Name:	
Address:	
Postcode:	
Date of Birth:	
National Insurance Number:	

2. Representative's details

2.1 Is a representative acting on your behalf? If so, please give their details.

Name of representative:	
Address:	
Postcode:	
Telephone Number:	

2.2 Should the above address be used for service of the decision and any requests for further information?

Yes

No

3. About your complaint

3.1 Does your complaint relate to your own membership or prospective membership of the Scheme?

Yes

No

If the answer is YES, please give details of your membership; e.g. active member, deferred member etc. [See the Internal Disputes Resolution Procedure Leaflet Section 2 for more information]

BSS Group Pension Scheme

3.2 Does your complaint relate to the membership of another person?

Yes

No

If the answer is YES, please complete the following details about the member of the Scheme.

Member's name:	
Member's address:	
Postcode:	
Member's date of birth:	
Member's National Insurance Number:	
Your relationship to the member:	

4. Details of your complaint

Please give details of your complaint below. Please supply copies of any documents that support your complaint.

Please continue a separate sheet if the space below is insufficient.

BSS Group Pension Scheme

5. Court proceedings

The complaint cannot be dealt with under the Scheme's internal dispute resolution procedure if:

- 5.1 court or tribunal proceedings have begun; or
- 5.2 the Pensions Ombudsman has commenced an investigation into the complaint.

By signing and returning this form you confirm that no such proceedings or investigation are continuing.

Signed

Name (block capitals)

Dated

This application should be returned to:

William Gold
Linen Loft, 27-37 Adelaide Street
Belfast
BT2 8FE

YOU SHOULD KEEP A COPY OF THIS NOTICE FOR YOUR OWN RECORDS

What happens next?

Receipt of your complaint will be acknowledged within 5 working days. If you do not receive an acknowledgement please contact the Scheme Secretary, William Gold, at Dalriada Trustees on 028 9041 2018 to check that your complaint has been received. Your complaint will be considered by the Pensions Secretary to the Trustees. If it is about the administration of the Scheme or a sub-committee of the Trustees if it is about a decision of the Trustees. Whoever is dealing with your complaint will endeavour to respond to you with a decision within 4 months of receipt of this Application.

If a final decision is not possible within this time frame you will be sent an interim reply setting out the reasons for the delay and an expected date for the final decision.

Dalriada. A better way	Belfast T: +44 (0)28 9041 2018	Bristol T: +44 (0)117 959 5000	Leeds T: +44 (0)113 426 4489	Manchester T: +44 (0)161 641 6313	
	Birmingham T: +44 (0)121 389 2320	Glasgow T: +44 (0)141 331 1053	London T: +44 (0)20 7495 5515	dalriadatrustees.co.uk	

Signatory of:

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