

Appeals Procedures (The Local Government Pension Scheme Regulations 2013)

Internal Dispute Resolution Procedure

1. Appeal Process

If you are dissatisfied with any decision made in relation to the scheme you have the right to have your complaint independently reviewed.

Informal Process

Where a member is clearly unhappy with a decision and may resort to the formal IDRP in the absence of any further action by the body that took the decision, an appropriate person will offer the Complainant further information on the reasons for the decision, perhaps at an informal meeting with their advisers, if necessary. This allows the Complainant to have a face to face discussion and air their concerns

Formal process

Stage one

Any complaint must be made within six months of receipt of the notification of the decision about which you are complaining. In the first instance you should write to the Executive Manager, Finance & Corporate Services or any other senior officer nominated as the Adjudicator who will review your complaint and make a decision on your case.

Stage two

If following this review, you are still dissatisfied with the decision you may apply to have it reconsidered by the Administering Authority. They can be contacted through

The Local Government Pension Scheme, Internal Disputes Resolution Procedure, Nottinghamshire County Council, County Hall, West Bridgford, Nottingham. NG2 7QP

Your application must be made within 6 months of receiving a decision under Stage one of the appeal or if you have not had a decision under the first stage, within 3 months of making your appeal, you may then immediately appeal under the second stage.

If the complainant is still unhappy following the decision of the Administering Authority they can take their complaint to the pension ombudsman provided they do so within 3 years from the date of the original decision.

2. Appeals against Contribution band

The discretions detailed within this policy will be applied consistently to all employees who are members of the Local Government Pension Scheme. Beyond these local discretions, the deduction of pension contributions is defined by Regulation.

An employee may choose to appeal against placement within a contribution band if they believe that either the LGPS Regulations or the local discretions have been incorrectly or unfairly applied to them. The two-stage process is as follows:

Stage one

The concern should initially be raised with the Executive Manager, Finance & Corporate Services (or other senior officer nominated by the Council). This should be explained in writing and include a clear statement of case, together with any supporting evidence. The statement should also include an indication of the correct pension banding that the employee believes should apply to them. The Executive Manager, Finance & Corporate Services may arrange a meeting with the employee for further clarification or for the employee to put forward their case. If they wish to do so they may be accompanied by union representative or workplace colleague. If a meeting is arranged it would be normal for the employee to be given at least one weeks' notice.

The Executive Manager, Finance & Corporate Services will attempt to resolve the concern wherever possible. A written response of the decision will be made to the employee within 28 days of the initial request being received.

If the employee remains unsatisfied, they may choose to proceed to stage two.

Stage two

The employee will ask that the Executive Manager, Transformation hears their complaint. To initiate this process, the employee should write to confirm this request. The request should be made in writing to the Executive Manager, Transformation and should be received within seven working days from the employee's receipt of the decision made through Stage one of the appeal process.

If the employee so wishes, they may choose to make personal representation to the Executive Manager, Transformation and be accompanied by union representative or workplace colleague.

The employee will be notified in writing of the decision within seven working days of the meeting. This decision is final and there is no further internal right of appeal.

This internal appeal process does not affect the individual's right or ability to make any external appeal as described in the Local Government Pension Scheme Regulations