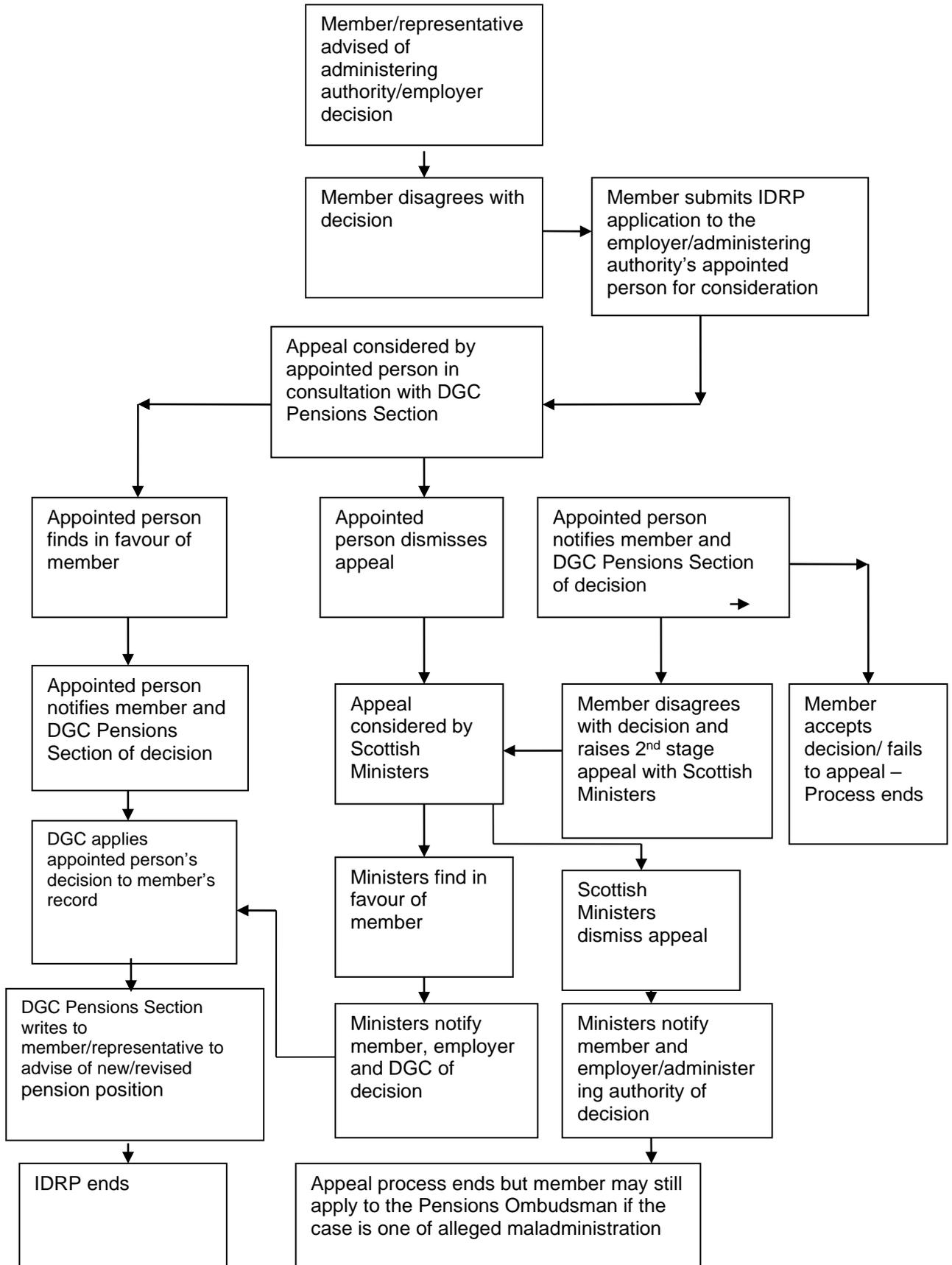


Dumfries and Galloway Council – LGPS IDRPs Flowchart



**WHO DO I WRITE TO?**

If you wish the independent local referee to look at your case you should write to the Administering Authority at: Dumfries and Galloway Council, Pensions Section, at the address given at the end of this guide who will pass your dispute to the Internal Resolution Dispute Panel (the appointed person).

**WHAT INFORMATION SHOULD I PROVIDE?**

You should provide the Administering Authority with your full name, address, date of birth, National Insurance number and set out full details of your disagreement and include a copy of the decision made by the employer that you disagree with.

**ARE THERE ANY TIME LIMITS I SHOULD BE AWARE OF?**

Yes. If you want to use the dispute rules you must make your application to the Administering Authority within 6 months after you were notified of the decision you are complaining about. If your complaint is that a decision has not been made, you must make your application within 6 months of the time the decision ought to have been made. You should not, therefore, leave things too long before making your application to the referee. The referee can extend the 6 months' time limit for a reasonable period where there are special circumstances.

The appointed person should give you a decision within 2 months of receiving your written complaint or write to you at the end of 2 months telling you the reasons for a delay in reaching a decision and giving you the date, he expects to be able to let you know the outcome.

If you get neither a letter giving the appointed person's decision nor a letter giving the reason for a delay within 3 months of the date you made the application or if you don't receive the referee's decision within 1 month of the date he said he expected to let you know his decision, you can apply directly to the Scottish Ministers without waiting any longer (see below).

**WHAT POWER DOES THE APPOINTED PERSON'S DECISION HAVE?**

Unless an application is made to the Scottish Ministers, the appointed person's decision is binding on the employer that made the decision. This means that, if the appointed person's decision is contrary to the employer's, they must either deal with your case on the basis of the decision made by the appointed person.

**APPEAL TO THE SCOTTISH MINISTERS**

If either you or the Administering Authority are unhappy with the appointed person's decision, either of you can ask the Scottish Ministers to take a further look at the facts of the case. Such a request must be made within 6 months of the date of the appointed person's decision letter or, if the appointed person has failed to make a decision within the appropriate time limits (see above), the appeal must be lodged as soon as possible after the appointed person's time limit has ended.

**Useful addresses**

<p><b>Dumfries &amp; Galloway Council</b>  Pensions Section  Monreith House  The Crichton  Glencaple Road  Dumfries  DG1 4ZZ  Tel 01387 273853</p>	
<p><b>The Scottish Minister</b>  The Scottish Public Pensions Agency  7 Tweedside Park  Tweedbank  Galashiels  TD1 3TE  Tel 01896 893037</p>	<p><b>Pensions Ombudsman</b>  The Pensions Ombudsman  10 South Colonnade  Canary Wharf  E14 4PU  Tel 0800 917 4487</p>