

## CHECKING AND DISPUTING AN ADMINISTERING AUTHORITY PENSION DECISION NOTIFIED TO YOU BY LGSS PENSIONS

### Introduction

This guide is to help you understand what you need to do now that LGSS Pensions has notified you of a decision that affects your Local Government Pension Scheme (LGPS) pension rights made by, or on behalf of, the appropriate administering authority; the appropriate administering authority in relation to the Cambridgeshire Pension Fund is Cambridgeshire County Council, and in relation to the Northamptonshire Pension Fund is Northamptonshire County Council. It also details the procedure for settling any disagreement or complaint you may have about this decision.

### What is a decision?

While you are a member of the LGPS the appropriate administering authority makes various decisions regarding your pension benefits, including determining their value. The fact that you have received this guide means that a decision has just been made. You should have received a letter telling you what the decision is, alongside this guide. You may have also received information on specific action you need to take.

### What do I do now?

Check, as far as you can, to see if you think the decision is based on the correct details and that you agree with it. If you are happy please follow any instruction contained in the letter.

If you are unhappy you need to start a dispute process – this is a four stage process:

1. An **informal stage**;
2. A **first, formal, stage of the internal dispute resolution procedure (IDRP)**, this is carried out by the LGSS Head of Pensions;
3. A **second, formal, stage of the IDRP**, this is carried out by the administering authority to the relevant Pension Fund;
4. A final referral to the **Pensions Ombudsman**. They will not take cases until the dispute has been through both stages of the formal IDRP process.

### How do I start the disputes process?

Start by making an informal enquiry to the person who sent you the letter explaining the decision. Ask them to explain the decision again and why it has been made and, if you still believe the decision is wrong, ask them to change their decision and explain why.

Most problems are, in fact, resolved in this way. They are often caused by misunderstandings, wrong information or human error which can be explained or put right quickly and easily.

## The informal approach did not work; what next?

If you remain unhappy with the decision (or the lack of one) then, under the dispute rules, you have the right to have the decision looked at again by the LGSS Head of Pensions – this is known as the first, formal stage of IDRPs.

Please contact the LGSS Head of Pensions, contact details given below, and ask for a full guide to the dispute procedure. The full guide will give you all of the details you need and explain the process in detail, including what happens if you are unhappy with the first stage IDRPs decision. It also contains application forms.

There is no charge made for investigating any dispute at any stage under the dispute rules - the only expenses you will have to meet are those of your own (or your representative's) time, stationery and postage.

## Are there any time limits for my application?

Yes – if you want to use the dispute procedure you must make your application to the LGSS Head of Pensions within 6 months of the date the decision was notified to you or should have been notified to you. In certain circumstances the LGSS Head of Pensions can agree to extend this time limit.

## Can I get help to resolve my dispute?

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes. This service is free of charge.

If you need help raising your concerns, or just to discuss a potential complaint with a member of their team, you can use their helpline service.

Their Helpline phone number is **0800 917 4487**

Email: [helpline@pensions-ombudsman.org.uk](mailto:helpline@pensions-ombudsman.org.uk)

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

You can also write to them at: The Pensions Ombudsman,  
10 South Colonnade,  
Canary Wharf,  
E14 4PU.

## How do I contact LGSS Pensions?

**LGSS Pensions  
One Angel Square  
Angel Street  
Northampton  
NN1 1ED**

**Email: [pensions@northamptonshire.gov.uk](mailto:pensions@northamptonshire.gov.uk)  
Tel: 01604 366537**

**Website: <http://pensions.cambridgeshire.gov.uk>  
<http://pensions.northamptonshire.gov.uk>**