

LOCAL GOVERNMENT PENSION SCHEME (SCOTLAND) ILL-HEALTH RETIREMENT INTERNAL DISPUTES RESOLUTION PROCEDURE

Stage 1

This is a formal review of the initial decision and the “nominated persons” - the Head of Corporate Finance, along with the Head of People - will consider your complaint and notify you of the decision.

The following process will apply:

- In the first instance, you should write to Elaine Barrie, Head of People, The Highland Council, Glenurquhart Road, Inverness, IV3 5NX (email hrattendancesupport@highland.gov.uk). You must submit this within 6 months of the date of notification of the decision you are appealing.
- If your complaint is that a decision has not been made, you must submit 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 “nominated person”.
- You should receive notification of a decision within 2 months of receipt of your written complaint, or notification of the reasons for any delay in reaching a decision, providing you with a date when an outcome will be given.
- If you get neither a letter giving the decision nor a letter giving the reason for the delay within 3 months of the date you made the application, or if you don't receive notification of a decision within 1 month of the date the “nominated person” said they expected to give you a decision, you can move to Stage 2 without delay.
- You have a period of 6 months from the end of the initial 3 months period to lodge an appeal with the Scottish Ministers (Stage 2).
- The “nominated person's” decision is binding on you, the employer and/or the Administering Authority unless you disagree with the Stage 1 decision and make a further appeal (Stage 2) to Scottish Ministers.

Stage 2

If you decide to ask the Scottish Ministers to take a look at the facts of the case, such a request must be made within 6 months of the date of the “nominated person's” decision letter and the [Medical IDRP2 Application](#) should be used.

If you are unhappy following the Scottish Ministers' Stage 2 decision, you can then take your case to the Pension Ombudsman.

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

Contact with The Pensions Ombudsman about a complaint needs to be made within 3 years of when the event(s) you are complaining about happened - or, if later, within 3 years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended.

The Pensions Ombudsman can be contacted at:

10 South Colonnade, Canary Wharf, E14 4PU.

Telephone: 0800 917 4487

Email: enquiries@pensions-ombudsman.org.uk

Website: www.pensions-ombudsman.org.uk

You can also submit a complaint form online: www.pensions-ombudsman.org.uk/our-service/make-a-complaint/

At any stage you will be able to contact: The
Pension Advisory Service
11 Belgrave Road
London SW1V 1RB

Telephone: 0845 601 2923

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