

## Internal Dispute Resolution Procedure (IDRP) Form

### The Local Government Pension Scheme (LGPS) Regulations for members of the Environment Agency Pension Funds (EAPF)

You can use this form:

- To apply to the specified person at stage 1 of the internal dispute resolution procedure if you want them to investigate a complaint concerning your pension.
- To apply to the administering authority at stage 2 if you want them to reconsider a determination made by the nominated person.

**Please complete the form in block capitals with black ink when completing each section.**

#### 1) Member's details

If you're the member (the person who is or was in the Scheme), or prospective member (a person who is eligible to be a member of the Scheme), please give your details in the box below. You can then go straight to section 4.

If you're the member's dependant (for example, their husband, wife or child), please give the member's details in this section, and then go to section 2.

If you're representing the person with the complaint, please give the member's details in this section, and then go to section 2.

Full name:			
Address:			
Date of birth:		NI Number:	
Employer:			

#### 2) Dependant's details

If you're the member's dependant and the complaint is about a benefit for you, please give **your** details in this section and then go to section 4.

If the complaint is about a benefit for a dependant and you are the dependant's representative, please give the dependant's details below and then go to section 3.

Name:			
Address:			
Date of birth:			
Relationship to member:			

### 3) Representative's details

If you're the member's or dependant's representative, please give your details below.

Full name:	
Address:	
Address response letters should be sent to:	

### 4) Your complaint

Please give full details of your complaint in this box. Please try to explain exactly why you're unhappy, giving any dates or periods of Scheme membership that you think are relevant.

If you're completing by hand and need more space, please continue on a separate sheet and attach it to this form. Remember to write your name and national insurance number at the top of any separate sheet if you're a member.

If you're not a member, put the member's name and National Insurance number at the top of any separate sheets.

## Your signature

I would like my complaint to be considered and a decision to be made about it. I agree to the EAPF and/or its agents/representatives, processing my information for this purpose. I understand this will involve EAPF passing information about my case which may include medical, financial or general information, as appropriate, to the specified person (and in the case of further appeal to the Administering Authority), for this purpose.

<p><b>I'm a:</b></p> <ul style="list-style-type: none"> <li>• Scheme member/former member/prospective member *</li> <li>• Dependant of a former member *</li> <li>• Member's representative/dependant's representative *</li> </ul> <p><i>* Please delete as appropriate</i></p>	
Signed :	Date :

Please enclose a copy of any notification of the decision you're complaining of which has been issued by the employer or administering authority. Also enclose any other letters or notifications that you think might be helpful.

Please send your completed form to the appropriate address below:

### For Stage 1 of the internal dispute resolution process

Deputy Director Head of Pension Fund Management  
The Environment Agency  
Horizon House  
Deanery Road  
Bristol  
BS1 5AH

### For Stage 2 of the internal dispute resolution process

Chairman of the Pensions Committee  
C/o Pension Fund Management  
The Environment Agency  
Horizon House  
Deanery Road  
Bristol  
BS1 5AH

## General Data Protection Regulation (GDPR)

The Environment Agency Pension Fund (EAPF) is a Data Controller under the General Data Protection Regulations. This means we store, hold and manage your personal data in line with statutory requirements to enable us to provide you with pension administration services. To enable us to carry out our statutory duty, we are required to share your information with certain bodies, but will only do so in limited circumstances. For more information about how we hold your data, who we share it with and what rights you have to request information from the Fund, please visit [www.eapf.org.uk/privacy-policy](http://www.eapf.org.uk/privacy-policy)