

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.

You can complete this form electronically, please see our 'PDF Editing guide' for more details at www.eapf.org.uk/resources/forms

If you're printing this form and completing by hand, please complete in block capitals using black ink.

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, civil partner 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:	
Email address:			
Telephone 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.

Full name:	
Address:	
Date of birth:	
Email address:	
Telephone number:	
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:	
Email address:	
Telephone number:	

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>I'm a:</p> <ul style="list-style-type: none"> • Scheme member/former member/prospective member * • Dependant of a former member * • Member's representative/dependant's representative * <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.

We recommend that you submit your application form by email at the following address:
EAPF@environment-agency.gov.uk

Alternatively, if you're unable to email your form, please send it to the address below.

For Stage 1 of the internal dispute resolution process:

The Stage 1 adjudicator will be either the holder of the office of Head of Benefits & Engagement or the Pensions Administration Manager, dependent on operational requirements.

Head of Benefits & Engagement Pension Fund Management Team
The Environment Agency Pension Fund
Horizon House, Deanery Road
Bristol
BS1 5AH

For Stage 2 of the internal dispute resolution process:

Chief Pensions Officer
Pension Fund Management Team
The Environment Agency Pension Fund
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**