

**NORTHERN IRELAND
POLICING BOARD:

INTERNAL DISPUTE
RESOLUTION PROCEDURE**

This procedure establishes formal internal dispute resolution (IDR) measures for dealing with disagreements between members or member beneficiaries and the Northern Ireland Policing Board (the Policing Board).

These arrangements give a member or member beneficiary the right to receive a written explanation of a decision made in response to a complaint about the Policing Board's handling of any matter relating to the following:

- an injury on duty award;
- an ill health or deferred pension;
- a survivor award;
- an adult dependant award;
- forfeiture of any of the above; or
- a child allowance.

There will be two stages for dealing with complaints.

1. The first stage will be taken by the Director of Resources, the person responsible for injury on duty award administration.
2. The second stage is the right of appeal to the Chief Executive.

These procedures will be available to current active members of the Police Pension Scheme or Injury on Duty Award Scheme and applicants to either scheme. A complaint may be made or continued on behalf of an individual by a representative nominated by the person concerned, (e.g. a staff association representative or a solicitor). An application may also be made or continued on an individual's behalf when a person dies, or is a minor, or is incapable of acting for him or herself.

- In the case of death, by the personal representative; and
- In any other case, by a member of the individual's family, or some other person or body suitable to represent him or her.

APPEALS NOT CONSIDERED UNDER THE NIPB INJURY ON DUTY AWARD SCHEME INTERNAL DISPUTE RESOLUTION PROCEDURES

It should be noted that appeals under Regulation 30 of the PSNI and PSNI Reserve (Injury Benefit) Regulations 2006 are specifically excluded from the internal dispute Resolution procedures by Regulation 9(c) of the Occupational Pension Schemes (IDRP) Regulations 1996.

Also excluded are disagreements in which proceedings have already begun in any court or tribunal, or in which the Pensions Ombudsman has already commenced an investigation into a complaint or dispute referred to him or her.

COMPLAINT PROCEDURE

Time limit for making complaints

All complaints should be made within six months beginning immediately after the date on which the subject matter of the complaint occurred.

Application for a decision by the Director of Resources (First Stage)

An application to the Director of Resources for a decision on a complaint must be made in writing and must include details of the disagreement on which a decision is being sought. Individuals should provide their full name, address, date of birth and service number. A representative or relative acting on behalf of an individual must in addition, provide their full name, address, and state their relationship to the individual. The application must be signed by or on behalf of the complainant.

The decision by the Director of Resources will be taken within 40 working days of the date of receipt of the complaint. The decision will be communicated within 15 working days thereafter. Where it is clear that this will not be possible, an interim reply will be sent, explaining why there is a delay and when a full reply can be expected.

Appeal to the Chief Executive (Second Stage)

Individuals who are not satisfied with the decision made by the Director of Resources will have the right of appeal to the Chief Executive. This appeal must be submitted within six months of the date of the notice of decision from the Director of Resources and must be signed by or on behalf of the person making the complaint. Individuals must provide their full name, address, date of birth and service number, together with a statement clearly setting out that it is an appeal and why they are dissatisfied with the Director of Resources' decision.

The Chief Executive will normally issue a notice of decision within 40 working days of the date of receipt of the appeal, and where this may not be possible; an interim reply will be sent explaining why there is a delay and when a full reply can be expected.

The reply from the Chief Executive will state to what extent the original decision by the Director of Resources has been replaced, or not replaced as the case may be. It will also set out the basis for the decision.

USEFUL CONTACTS

The Pensions Advisory Service (TPAS) Limited

The Pensions Advisory Service (TPAS) Limited is available to assist scheme members with any difficulties which they fail to resolve with the Pension Administrator, as Scheme Manager. Their details can be found on their website, www.pensionsadvisoryservice.org.uk

Pensions Ombudsman Service

The Pensions Ombudsman Service is available to investigate and determine any complaint alleging injustice in consequence of maladministration in connection with any act or omission on the part of the Board in administering the PSNI Pension Schemes.

Contact point for Complaints and Appeals

To ensure that complaints and appeals are not confused with general enquires all complaints and appeals under the NIPB internal dispute procedures should be addressed to:

Director of Resources (IDRP)
Injury on Duty Award Scheme
Northern Ireland Policing Board
Waterside Tower
31 Clarendon Road
Clarendon Dock
Belfast
BT1 3BG

Chief Executive (IDRP)
Injury on Duty Award Scheme
Northern Ireland Policing Board
Waterside Tower
31 Clarendon Road
Clarendon Dock
Belfast
BT1 3BG