

**LONDON BOROUGH of WALTHAM FOREST PENSION FUND
INTERNAL DISPUTE RESOLUTION PROCEDURE**

As required by the Local Government Pension Scheme Regulations 2013 the London Borough of Waltham Forest Pension Fund has introduced an Internal Dispute Resolution Procedure (IDRP) for resolving disputes which may arise from any decision made by the Council that affects members'/beneficiaries' pension rights.

In the first instance a complaint must be sent in writing to the Council, who is suitably qualified to deal with and investigate complaints and if necessary, has the authority to overturn the original decision.

A complaint must be submitted within six months of the original decision or non-decision and the Appointed Person must respond within two months of receiving the complaint.

The Appointed Person in the case of the London Borough of Waltham Forest is as follows:

Colette Hollands
Head of Pensions Shared Service
Pensions Shared Service
Camden, Merton, Richmond, Waltham Forest and Wandsworth
PO Box 72351
London
SW18 9LQ
020 8871 6510
chollands@wandsworth.gov.uk

The Appointed person must also point out that the Pensions Advisory Service (TPAS) and then the Pensions Ombudsman can assist if the Internal Disputes Resolution Procedure has failed to resolve the matter satisfactorily.

The Pensions Advisory Service
11 Belgrave Road
London
SW1V 1RB
Telephone: 0845 601 2923
www.pensionsadvisoryservice.org.uk

The Pensions Ombudsman is an independent expert in pensions matters who can investigate complaints of injustice caused by maladministration. The Pensions Ombudsman can be contacted at:

The Pensions Ombudsman
The Office of the Pensions Ombudsman
11 Belgrave Road
London
SW1V 1RB
Telephone: 020 7630 2200
Fax: 020 7821 0065
E-mail: enquiries@pensions-ombudsman.org.uk
Website: www.pensions-ombudsman.org.uk