



Nottinghamshire  
County Council

# Local Government Pension Scheme

**PEN 2**

Help with Pension Problems





If you are still dissatisfied with any decision made in relation to the Scheme you have the right to have your complaint independently reviewed under the Internal Disputes Resolution Procedure and there are also a number of other regulatory bodies that may be able to assist you. The various procedures and bodies are detailed below.

## Internal Disputes Resolution Procedure

**FIRST STAGE** - In the first instance you should write to your Employer's representative, known as the 'Specified Person', who will review your complaint and make a decision on your case. Any complaint must be made within 6 months of receipt of the notification of the decision or act or omission about which you are complaining (or such longer period as the Specified Person considers reasonable). If you do not know who to write to, you should be able to find out through your employer's Human Resources office.

**SECOND STAGE** - Following this review, if you are still dissatisfied with the decision (or failure to make a decision), you may apply to have it reconsidered by an independent referee, known as the 'Appointed Person'. The Appointed Person is

## Who can help me if I have a query or complaint?

If you are in any doubt about your benefit entitlements, or have a problem or question about your Local Government Pension Scheme membership or benefits, please contact Notts LG Pensions Office. We will seek to clarify or put right any misunderstandings or inaccuracies as quickly and efficiently as possible.

### **Notts LG Pensions Office**

Employee Services Centre  
Nottinghamshire County Council  
c/o County Hall, West Bridgford,  
Nottingham NG2 7QP.

**Telephone:** 0115 846 3333  
**Fax:** 0115 846 3300  
**Email:** [lgpensions@nottsc.gov.uk](mailto:lgpensions@nottsc.gov.uk)  
**Website:** [www.nottspf.org.uk](http://www.nottspf.org.uk)

employed by the pension scheme's Administering Authority and can be contacted at the following address:

### **Local Government Pension Scheme**

Appointed Person  
Internal Disputes Resolution Procedure  
Corporate Services Department  
Nottinghamshire County Council  
County Hall, West Bridgford  
Nottingham NG2 7QP.

Your application to this Appointed Person must be made within 6 months of receiving a decision under the first stage of the appeal or if you have not had a decision under the first stage within 3 months of making your appeal, you may then immediately appeal under the second stage.

## **The Pensions Advisory Service (TPAS)**

TPAS is available at any time to assist members and beneficiaries of the Scheme in connection with any pension query they may have or any difficulty which they cannot resolve with their scheme administrators.

TPAS can be contacted at:

### **The Pensions Advisory Service**

11 Belgrave Road, London  
SW1V 1RB

**Telephone:** 0845 601 2923

**Website:** [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

## **Pensions Ombudsman**

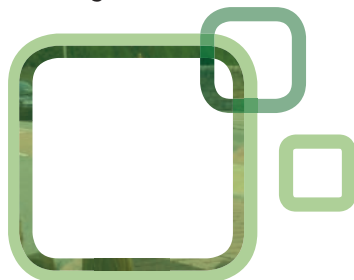
In cases where a complaint or dispute has not been resolved through the Internal Disputes Resolution Procedure or with the help of TPAS, an application can be made to the Pensions Ombudsman within three years of the event that gave rise to the complaint or dispute. The Ombudsman can investigate and determine any complaint or dispute involving maladministration of the Scheme or matters of fact or law and his or her decision is final and binding (unless the case is taken to the appropriate Court on a point of law). Matters where legal proceedings have already started cannot be investigated by the Pensions Ombudsman. The Pensions Ombudsman can be contacted at:

### **The Office of the Pensions Ombudsman**

11 Belgrave Road, London  
SW1V 1RB

**Telephone:** 020 7630 2200

**Website:** [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)



## The Pensions Regulator

This is the regulator of work-based pension schemes. The Pensions Regulator has powers to protect members of work-based pension schemes and a wide range of powers to help put matters right, where needed. In extreme cases, the regulator is able to fine trustees or employers, and remove trustees from a scheme. You can contact the Pensions Regulator at:

### The Pensions Regulator

Napier House, Trafalgar Place,  
Brighton, East Sussex BN1 4DW

**Telephone:** 0870 6063636

**Website:** [www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)

## How can I trace my pension rights?

The Pension Tracing Service holds details of pension schemes, including the LGPS, together with contact addresses. It provides a tracing service for ex-members of schemes with pension entitlements (and their dependants) who have lost touch with previous schemes. All occupational and personal pension schemes have to register if the pension scheme has current members contributing to the scheme or people expecting benefits from the scheme. If you need to use this tracing service please write to:

### The Pension Tracing Service

The Pension Service, Tyneview Park,  
Whitley Road, Newcastle upon Tyne  
NE98 1BA

**Telephone:** 0845 6002 537

### Contacting us

email [lgpensions@nottsc.gov.uk](mailto:lgpensions@nottsc.gov.uk)

phone **0115 846 3333**

fax **0115 846 3300**

post **Employee Services Centre, Nottinghamshire  
County Council, c/o County Hall, West Bridgford,  
Nottingham NG2 7QP**

internet [www.nottspf.org.uk](http://www.nottspf.org.uk)

published **June 2010**



Nottinghamshire  
County Council

This information can be made available upon request in alternative formats and languages.



Please recycle when you have finished with this publication.

This fact sheet is provided to assist and inform employees. It should not be treated as a definitive statement of the law and nothing in it can override the terms of the relevant Regulations.