

**The IDRP process**

**Stage 1**

**1. Your application**

In the first instance, you should ensure that:

* you have read this document to ensure that your complaint is eligible for an IDRP; and
* this is the correct route for you to raise your issues.

Your Stage One application for a decision in respect of a disagreement must be given in writing and contain all the information required by the IDRP rules. To help you with this, you should complete the form which can be found at Appendix 3.

If you supply all the information prompted by the form then you will have complied with the rules. When you (or your representative) have completed the form it should be signed and sent to the Chief Fire Officer as directed on the form, together with any relevant attachments (i.e. any documents which you believe relevant and which may support your case).

**2. Acknowledgement**

The Stage One decision maker (i.e. the Chief Fire Officer or other decision maker specified by him/her) will, in writing –

* acknowledge receipt of your Stage One application for a decision,
* state that he/she intends to make a decision on the matters raised by your application within two months from the date the application was received,
* explain that in the event that he/she cannot give a decision within two months you will be sent an interim reply (copied to your representative if you have one) setting out the reasons for the delay and the expected date for the issue of a decision,
* give you details of where additional help is available to assist members and beneficiaries of a pension scheme in connection with any difficulty with the scheme

**3. Consideration**

Consideration will be given to your complaint and any information gathered which will assist in reaching a fair conclusion. You may be contacted for additional evidence or information if this is felt appropriate.

**4. Decision**

Having considered the case and arrived at their decision, the Stage One decision maker will notify you in writing. The decision will refer to any legislation, including Firefighters' Pension

and Compensation Scheme Orders, relied upon for the decision. If a discretion allowed by these Orders has been exercised, there will be a reference to this and to the provisions of the Scheme which allow the discretion.

There will also be a statement to the effect that if you are dissatisfied with the Stage One decision you can take your grievance to Stage Two (see below). This correspondence will be copied to your representative if you have one.

This concludes Stage One of the IDRP process.

**What if I am unhappy with the Stage One decision?**

If you remain dissatisfied after you have received a Stage One decision, you have six months from receipt of that decision to apply for a reconsideration of the disagreement under Stage Two of the IDRP process.

At Stage Two, the decision of the Chief Fire Officer or his/her nominated decision maker would be reconsidered by the Scheme Manager.



**Internal Dispute Resolution Procedure**

**Firefighter Pension Scheme – STAGE ONE Application**

**Use this form:**

• If your complaint is in relation to the Firefighter Pension Scheme

• to apply to the nominated 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 Fire Authority if you want them to reconsider a determination made by the nominated person at Stage 1 of this procedure.

Please indicate if you are the member submitting the application, the member’s dependant or are representing the person with the complaint. Please tick which box applies:

I am the member (complete part 1 only)

I am the member’s dependant (complete parts 1 and 2 only)

I am the member’s representative (complete parts 1 and 3 only)

I am representing a member’s dependant (complete parts 1, 2 and 3)

**Please write clearly in ink, and use capital letters in parts 1, 2 and 3**

**PART 1**

**Member details –** this must be filled in for all complaints

National Insurance No:

Current or last role

Date of birth

Home Address (including postcode)

Full Name

**PART 2**

**Dependant details –** if you are the member’s dependant or are making a claim on as a dependant’s representative, please complete this section

Relationship to Member

Home Address (including postcode)

Full Name

Date of birth

**PART 3**

**Representative details –** if you are representing the member or the member’s dependant,

Please give your details here

In what capacity are you acting?

Correspondence Address (including postcode)

Full Name

I confirm that I authorise the representative named above to act on my behalf

Applicants Signature

**PART 4**

**Details of the complaint**

Write the full details of your complaint here. Please try to explain exactly why you are unhappy, giving dates or periods of pension scheme membership that you think is relevant.

**If there is not enough space, please use a separate sheet and attach it to this form**

Please write your name and national insurance number at the top of any additional sheets. If you are not the member then please write the member’s name and national insurance number at the top of the sheets.

**PART 5**

**Enclosures –** please list any additional documentation you are submitting in support of your claim. This should include a copy of any notification of the decision you are complaining about as well as any other correspondence or documentation you feel is relevant. If you refer to this documentation in your claim, it is helpful if you number the enclosures and reference the numbers in your complaint.

**PART 6**

**Declaration and signature**

I wish to apply for a decision to be made, under Stage One of the Fire and Rescue Authority’s Internal Dispute Resolution Procedures, in respect of the dispute set out in this application.

I understand that an application may not be made where, in respect of a dispute

* a notice of appeal has been issued under Rule H2 of the Firemen’s Pension Scheme Order 1992, under Part 8 Rule 4 of the Firefighters’ Pension Scheme (England) Order 2006, under Regulation 154 of the Firefighters' Pension Scheme (England) Regulations 2014, or under Part 6 Rule 2 of the Firefighters’ Compensation Scheme (England) Order 2006 – i.e. an appeal to a Board of Medical Referees against the content of a medical opinion considered by the Fire and Rescue Authority in the determination of an award, or
* proceedings relating to a dispute have begun in any court or tribunal, or
* the Pensions Ombudsman has commenced an investigation into a complaint made or dispute referred to him.

The nature of the disagreement is set out in this form and, where relevant, in the enclosures listed

I would like my complaint to be considered and a decision made about it

Date

Print name

Signature

**PART 7**

**Submission –** please send your completed application and any supporting documentation to:

Chief Fire Officer

Staffordshire Fire and Rescue Service Headquarters

Pirehill

Stone

Staffordshire

ST15 0BS