

Internal Dispute Resolution Procedure (IDRP) Form

The Royal Mail Statutory Pension Scheme (RMSPS)

Use this form to:

- Apply to the Managing Director of the RMSPS if you want them to investigate a complaint concerning your pension. This is the nominated person at Stage 1 of the internal dispute resolution procedure.
- Apply to the Scheme Manager at Stage 2 if you want them to reconsider a determination made by the nominated person at Stage 1.

You can complete this form electronically, please see our '**PDF Editing guide**' for more details

If you are printing this form and completing it by hand, please use BLOCK CAPITALS and black ink.

1) Member's details

You are a member if you paid contributions into the Royal Mail Pension Plan before 1 April 2012. Please give your details in the box below and then go straight to **section 4**.

If you are 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 are representing the person with the complaint, please give the member's details in this section, and then go to **section 2**.

Full name:	<input type="text"/>		
Home address:	<input type="text"/>		
	<input type="text"/>		
Date of birth:	<input type="text"/>	NI Number:	<input type="text"/>
Email address:	<input type="text"/>		
Telephone number:	<input type="text"/>		

2) Dependant's details

If you are 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:	<input type="text"/>		
Home address:	<input type="text"/>		
	<input type="text"/>		
Date of birth:	<input type="text"/>	Telephone number:	<input type="text"/>
Email address:	<input type="text"/>		
Relationship to member:	<input type="text"/>		

3) Representative's details

If you are the member's or dependant's representative, please give your details below.

Full name:	<input type="text"/>		
Home address:	<input type="text"/>		
	<input type="text"/>		
Address response letters should be sent to:	<input type="text"/>		
	<input type="text"/>		
Email address:	<input type="text"/>		
Telephone number:	<input type="text"/>		

4) Your complaint

Please give full details about your complaint in this section. Please explain why you are unhappy, giving any information you think is relevant and how you would like to see your complaint resolved.

If you are completing this section by hand and need more space, please continue on a separate sheet of paper and attach it to this form. Please write your name and National Insurance number at the top of each separate sheet if you are a member.

If you are not a member, please put the member's name and National Insurance number at the top of any separate sheets.

5) Your signature

I would like my complaint to be considered and a decision to be made. I agree to the Cabinet Office and/or its agents/representatives, processing my information for this purpose. I understand this may involve the Cabinet Office passing information about my case which could include medical, financial or general information, as appropriate, to the person (and in the case of a Stage 2 appeal to the Scheme Manager), for this purpose.

I am a:

- Scheme member*
- Dependant of a former member *
- Member's representative*
- Dependant's representative *

*Please delete as appropriate

Signed:

Date:

Royal Mail

Statutory Pension Scheme

Please enclose a copy of the decision notification that you would like us to reconsider. Please also enclose any other letters or notifications which you think might be helpful.

We recommend that you submit your application form by email at the following address: **enquiries@rmsps.co.uk**

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

For Stage 1 of the internal dispute resolution process:

Managing Director (RMSPS)
Capita Employee Benefits
PO Box 551
Darlington
DL1 9TX

For Stage 2 of the internal dispute resolution process:

The Scheme Manager
Royal Mail Statutory Pension Scheme
PO Box 551
Darlington
DL1 9TX

Phone: 0333 222 0078

The Cabinet Office is the Scheme Manager responsible for the RMSPS. The Cabinet Office is the data controller for the personal information collected to provide your RMSPS pension. To enable the Cabinet Office to carry out its statutory duty, the Cabinet Office is required to share your information with certain bodies but will only do so in limited circumstances. Your personal data is stored, held, and managed in line with statutory requirements to enable the RMSPS pension administrator, Capita Pension Solutions Limited (the 'data processor'), to provide you with pension administration services. 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.royalmailsp.co.uk/privacy-policy**