



UK Atomic
Energy
Authority

UK Atomic Energy Authority Pension Schemes

Internal Dispute Resolution Procedure

The United Kingdom Atomic Energy Authority (UKAEA) Pension Schemes have a procedure for dealing with disagreements between scheme members and the Schemes.

This is known as the Internal Dispute Resolution Procedure (IDRP) and covers:

- the Combined Pension Scheme of the Authority (CPS)
- the Principal Non-Industrial Superannuation Scheme (PNISS)
- the Protected Persons Superannuation Scheme (PPSS)
- the Additional Voluntary Contribution Scheme (AVC)
- the Shift Pay Pension Savings Plan (SPPSP)

This leaflet outlines the way the process works in relation to any complaint you may have regarding your pension benefits.

A complainant must be:

- an active, deferred or pensioner member;
- a widow, widower, civil partner or dependant of a member who have died;
- anyone who has been a member within the last six months;
- those eligible for membership of the scheme; or
- anyone claiming to be in any of these categories.

An application may be made or continued on behalf of an individual member by a personal representative (e.g. trade union, solicitor) formally nominated in writing by the member. An application may also be made or continued on an individual member's behalf when a member 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).

What is the complaints procedure?

There are two formal stages for dealing with complaints:

- First stage - The right to receive a written explanation of a decision taken by the UKAEA Pensions Manager.
- Second stage - The right to appeal to the UKAEA Head of Pensions.

How does the complaints procedure work?

In order to receive a decision on a complaint you should submit a written application using form IDR1 (available from the administrator EQ – contact details at the end) and then sent to the Head of Pensions (contact details at the end). The application must include full details and any evidence of the disagreement on which a decision is being requested. A representative acting

on behalf of a member must, in addition, provide their full name, address and profession or relationship to the individual.

When can I expect a reply?

The reply ('the notice of decision') will provide an explanation of the decision taken in response to the complaint and should be issued within two months of the date of receipt of the application. Where it is clear that this will not be possible, an interim reply will be sent setting out why there is a delay and when a full reply can be expected. The notice of decision will include a reference to the relevant scheme rules and documentation which have been applied, as well as an explanation of the individual's right to have the disagreement referred for consideration by the Head of Pensions.

Is there a time limit for the appeal?

Yes. If you wish to appeal to the Head of Pensions you must do so within a period of 6 months from the date of the stage one notice of decision.

How do I submit an appeal?

Individuals must provide a statement that they wish the Head of Pensions to reconsider the decision taken by the Pensions Manager and detail the reasons why they are dissatisfied with it. The appeal must be sent on form IDR2 (available from EQ) and sent to the UKAEA Pensions Team.

When can I expect a reply from the Head of Pensions?

A decision by the Head of Pensions on an appeal will constitute a final determination. They will seek to issue a notice of their decision within two months 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 will state whether, and if so to what extent, the original decision by the Pensions Manager has been replaced. In addition, it will include a reference to the scheme rules and any other documentation which has been applied.

Who can help with my appeal?

You could seek the assistance of a friend or relative, Trade Union Representatives or a legal adviser. You can also consult Money Helper, an independent government organisation, which is available to assist scheme members with any difficulties which they have failed to resolve with either the Pensions Manager or Head of Pensions. Money Helper is formed of several organisations, including Pensions Wise, a free pensions service.

How can I contact Money Helper?

There are a range of ways you can contact Money Helper, including online chat, email, phone or post. The ways of contact are listed here:

[Pensions guidance | MoneyHelper](#)

For those who would prefer to communicate by post or telephone, the details are as follows:

Pension Wise
PO Box 10404
Ashby-de-la-Zouch
Leicestershire
LE65 9EH

Pensions Helpline: 0800 011 3797

The Pensions Ombudsman

The Pensions Ombudsman 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 administrators of the schemes.

The Pensions Ombudsman will normally expect the complainants to:

- have been issued with both stage 1 and stage 2 notices of decision, and
- have sought help from Money Helper

before considering whether to investigate any complaint.

Is there a time limit?

Yes, the Pensions Ombudsman normally expects to investigate a complaint within three years of the relevant act or omission or within three years of the date the complainant knew or ought reasonably to have known of its occurrence.

Can I appeal against the Pensions Ombudsman's decision?

The Pensions Ombudsman's determination is final and binding on all concerned, subject to an appeal to the High Court (or in Scotland the Court of Session) on a point of law.

How can I contact the Pensions Ombudsman?

You can contact the Pensions Ombudsman at the following address:-

The Pensions Ombudsman
10 South Colonnade
Canary Wharf
LONDON
E14 4PU

Website: <https://www.pensions-ombudsman.org.uk/>

Telephone 0800 917 4487

Can all complaints in connection with the pension schemes be considered under Internal Disputes Resolution Procedure?

No. An appeal to the Head of Pensions will be rejected if a determination has already been made on an earlier occasion, by the Authority at a senior level, unless new relevant information has subsequently come to light, which had not previously been considered.

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Contact details for the Scheme Administrators EQ:

UKAEA Pensions
PO Box 5130
LANCING
BN99 9AP

Email: ukaeapensions@equiniti.com

Telephone: 0333 207 5961

Contact details for the UKAEA Pensions Team:

UKAEA Pensions Team
Culham Campus
ABINGDON
OX14 3DB

Email: pensions@ukaea.uk