

# Decisions, Reviews and Complaints

**NiLGOSC**  
NORTHERN IRELAND LOCAL GOVERNMENT OFFICERS'  
SUPERANNUATION COMMITTEE



The Local Government Pension Scheme (Northern Ireland) is administered by NILGOSC on behalf of the employing authorities who participate in the Scheme.

This leaflet sets out how to make a complaint about the service you have received from NILGOSC. NILGOSC and your employer may have to make decisions relating to your membership, contributions payable and benefits to be awarded. This leaflet also explains what you should do if you do not understand why a decision has been made or if you are unhappy about a decision that has been made.

## Decisions

### Employer Decisions

In line with the Scheme regulations, your employer decides:

- any items not listed under NILGOSC Decisions
- which elements of your pay are pensionable
- your annual pensionable pay
- the contribution rate you must pay based on your annual pensionable pay.

If you have a question or complaint that relates to any of the decisions above, you should contact your employer. Your employer will have its own policy and may have time limits for dealing with these complaints and disputes.

## NILGOSC Decisions

In line with the Scheme regulations, NILGOSC will decide as soon as is reasonably practicable any question concerning:

- your previous service or employment
- whether a payment in lieu of contributions has been made in respect of any period of non-participating employment
- whether equivalent pension benefits have been assured in respect of any period of non-participating employment
- the crediting of any additional pension
- the amount of any benefit or any refund of contributions you are entitled to receive

If you are applying to have benefits brought into payment early on the grounds of ill-health, NILGOSC will seek the opinion of an appointed independent registered medical practitioner (IRMP) who is qualified in occupational health medicine.

The IRMP will have regard to guidance issued by the Department for Communities when making an ill-health determination. They must not have previously advised, or given an opinion on, or otherwise been involved in your application. In addition, the IRMP must not be acting, or have at any time acted, as your, your employing authority's or any other party's representative in relation to your case.

If we notify you of any decision where you are entitled to a benefit, we will explain how the benefit has been calculated.

If we notify you of a decision where you are not entitled to a benefit, we will explain the grounds for the decision.

## Reviews and Complaints

### Requesting a review of a NILGOSC Decision

When we notify you of a decision, we will advise you who you can contact for further information on how the decision has been made. We will also include details of your right to request a review of the decision and the time limits for doing that.

If you have received an explanation of the decision and you wish to have the outcome reviewed, NILGOSC operates a two stage process for Reviews and Complaints.

### Complaints

We try our best to conduct our business in an accurate, timely and courteous manner, but if we do not meet your expectations, please let us know.

If you have any issues with our service or our application of the regulations, you can make an informal complaint by contacting the person you were dealing with or his / her manager. We would hope that the matter can be resolved at this stage.

However, if you are still dissatisfied after making an informal complaint, or if you

feel that your complaint is too serious to be dealt with in an informal manner, the two stage Reviews and Complaints procedure should be used.

### Who can request a review or make a complaint?

#### Scheme Benefits

Normally, NILGOSC will only accept a request for a review or a complaint from a Scheme member or an alternative applicant in relation to their own benefits from the Scheme. An alternative applicant can be:

- A widow, widower, surviving civil partner or eligible cohabiting partner of a deceased member;
- A dependant of a deceased member or any other person who may be entitled to a benefit in respect of a deceased member
- A prospective member – that is, someone who is eligible for membership but who is not actively contributing to the Scheme
- A person entitled to a pension credit – that is, a person who is entitled to a portion of an ex-spouse's benefit from the Scheme as a condition of divorce proceedings
- A pension credit member – that is, a person who is receiving a portion of an ex-spouse's benefit from the Scheme as a condition of divorce proceedings
- A person who has ceased to be a member within the last six months

However, if you would prefer, you may nominate someone else to deal with a review or a complaint on your behalf. This person will be known as a 'Nominated Representative'.

## Nominated Representative

To be able to accept a complaint or request for a review from a nominated representative, we must have a signed letter on your file which clearly states your wishes. You should detail the name of the person who will be dealing with your review or complaint, the address to which all related correspondence should be sent and the person's relationship to you.

All related correspondence after this point can be conducted by the nominated representative, who should include your name, address, date of birth, National Insurance Number, NILGOSC pension reference number and employer name on any correspondence at each stage of the process.

If a member or an alternative applicant dies before a review or a complaint has been resolved, the nominated representative may continue the process. Where this person is a minor or is incapable of dealing with the process, a family member or other suitable person may act on his / her behalf.

## Other Complaints

Anyone can make a complaint about an issue other than specific personal Scheme benefits e.g. NILGOSC customer care, recruitment or any other corporate activity.

## Reviews and Complaints - Stage 1 Reviews

The person appointed to consider a stage 1 review is NILGOSC's Secretary. If you wish to have a decision reviewed, a form is available to download from our website at [www.nilgosc.org.uk](http://www.nilgosc.org.uk) or on request.

Alternatively, you may write to the Services Manager giving details of the reason for your request and attaching any supporting documentation. Your letter should include the following details:

- Name
- Address
- Date of birth
- National Insurance Number
- NILGOSC pension reference number (if any)
- Employer Name

An application for a stage 1 review must be signed by the applicant or the alternative applicant and it must be received within six months of the decision or event which led to the complaint.

If your request for review relates to an ill-health decision, you may use the form included in your notification letter.

A request for a stage 1 review must be received within six months of your being notified of the original decision or such longer period as NILGOSC's Secretary may consider reasonable.

In the case of ill-health notifications, any new medical evidence will be reviewed by the independent registered medical

practitioner who will provide a further opinion before the Secretary makes a decision.

The Secretary must make a decision within two months of receiving your written complaint. If it is not possible to make a decision within this time period, the Secretary will issue a letter before the two months have passed to advise you of the reason for the delay and to give an indication of when you can expect to receive a decision.

The Secretary's response must include a statement of the decision and it must refer to any legislation or provisions of the Scheme relied upon when making the decision. It will also include details of your right to request a stage 2 review and of the time limits for doing that. The response will also give the contact details of the Pensions Ombudsman which may be able to assist members and beneficiaries of the Scheme in connection with any difficulty with the Scheme which remains unresolved.

If the Secretary is unavailable the stage 1 review will be undertaken by the Deputy Secretary or Acting Secretary.

## Reviews and Complaints - Stage 2 Reviews

You may ask NILGOSC to re-consider a stage 1 decision by way of a stage 2 review.

A request for a stage 2 review **must** be received within six months of you being notified of the outcome of the

stage 1 review and explain the reasons why you remain dissatisfied.

In the case of an ill-health decision, you will be referred to a panel of two independent registered medical practitioners who have not previously been involved with your case. They will provide an opinion to a panel of Management Committee members for consideration.

The panel of Management Committee members must make a decision within two months of receiving your written complaint. If it is not possible to make a decision within this time period, NILGOSC will issue a letter before the two months have passed to advise you of the reason for the delay and to give an indication of when you can expect to receive a decision.

NILGOSC will advise in writing if the original decision is being upheld or replaced. The notification will include details of any legislation or provisions of the Scheme relied upon when making the decision.

A stage 2 review is the final stage in NILGOSC's reviews and complaints process. If you are still dissatisfied with the outcome of this review, a number of external organisations may be able to assist you. Contact details of these organisations are detailed in the next section and will be included in any notification of a decision at a stage 2 review.

## Other organisations that can help

### The Pensions Ombudsman

If a complaint or request for review has not been satisfactorily resolved through the internal procedures, an application can be made to the Pensions Ombudsman.

You have the right to refer your complaint to The Pensions Ombudsman free of charge.

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes.

Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened – or, if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended.

The Pensions Ombudsman can be contacted at:

10 South Colonnade, Canary Wharf  
London, E14 4PU  
Tel: 0800 917 4487  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

You can also submit a complaint form online:  
[www.pensions-ombudsman.org.uk/our-service/make-a-complaint/](http://www.pensions-ombudsman.org.uk/our-service/make-a-complaint/)

### MoneyHelper

If you have general requests for information or guidance concerning your pension arrangements contact:

MoneyHelper  
5th Floor, 120 Holborn, London, EC1N 2TD  
Tel: 0800 011 3797  
Website: [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

### The Northern Ireland Public Services Ombudsman (NIPSO)

If you think you have been treated unfairly by the Committee or remain dissatisfied with NILGOSC's response, you can complain to the Ombudsman. You must have exhausted NILGOSC's internal complaints procedure before you refer your complaint to NIPSO. NIPSO must receive your complaint within 6 months of the date of your stage 2 review result letter from NILGOSC.

#### **The Ombudsman can be contacted at:**

The Northern Ireland Public Services  
Ombudsman Freepost NIPSO  
Belfast BT1 6HN  
Telephone: 028 9023 3821  
Freephone: 0800 343424  
Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)  
Website: [www.nipso.org.uk](http://www.nipso.org.uk)

### The Pensions Regulator

This is the regulator of work based pension schemes. TPR has powers to protect members and help put matters right. In extreme cases it can fine trustees, managers or employers. If you have a concern about your workplace pension you can contact TPR.

#### **The Regulator can be contacted at:**

Telephone: 0345 600 7060  
[www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)

## Further Information and How to Contact Us

If you have any questions on the content of this leaflet or on any aspect of the Local Government Pension Scheme (NI), please contact the Pension Administration Team by any of the methods below:

### Postal address:

NILGOSC  
Templeton House  
411 Holywood Road  
Belfast BT4 2LP  
Telephone: 0345 3197 325  
Typetalk (for Minicom users):  
18001 0345 3197 320  
Fax: 0345 3197 321  
Email: [info@nilgosc.org.uk](mailto:info@nilgosc.org.uk)  
Website: [www.nilgosc.org.uk](http://www.nilgosc.org.uk)

Personal callers: Due to the pandemic the office is currently closed to visitors.

We are happy to deal with enquiries by telephone, in writing or by email. Alternatively, you may find the information you require by visiting our website at [www.nilgosc.org.uk](http://www.nilgosc.org.uk).

Information produced by NILGOSC can be made available in several formats (such as large print, in Braille or on audio disc) and languages. We will be pleased to consider your request in this respect.

## Data Protection

NILGOSC is a data controller in line with the UK Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR)<sup>1</sup>. This means we store, hold and manage your personal data in line with statutory requirements to provide you with pension administration services. To enable us to carry out our statutory duties, we are required to share your information with certain bodies, but will only do so in limited and specified circumstances. For more information about how we hold your data, who we share it with and what rights you have to request information from NILGOSC, please refer to the Privacy Notice for Members and Scheme Beneficiaries, available on our website at [www.nilgosc.org.uk/about-us/data-protection](http://www.nilgosc.org.uk/about-us/data-protection).

Requests in relation to accessing your personal data or exercising any other rights under data protection legislation should be made in writing or via email to the Data Protection Officer at NILGOSC at [governance@nilgosc.org.uk](mailto:governance@nilgosc.org.uk).

NILGOSC  
Templeton House  
411 Hollywood Road  
Belfast, BT4 2LP  
Tel: 0345 3197 325  
Fax: 0345 3197 321  
Email: [info@nilgosc.org.uk](mailto:info@nilgosc.org.uk)  
Website: [www.nilgosc.org.uk](http://www.nilgosc.org.uk)



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