

Public service

Internal dispute resolution Checklist

Use this checklist to evaluate the effectiveness of your internal dispute resolution procedures (IDRP).

Action	Notes	Yes/No
Have you checked which disputes don't need to be covered by your IDRP?	Refer to paragraph 204 of the code at www.tpr.gov.uk/code14 .	
Have you checked which people have an 'interest in the scheme'?	Refer to paragraph 205 of the code at www.tpr.gov.uk/code14 .	
Have you decided whether to adopt a one or two stage process for resolving disputes?	One stage	
	Two stage	
Have you ensured that employers who make first stage decisions also have IDRP procedures in place?		
Have you decided on a reasonable time frame for making a decision?	This should be within four months of receiving the application. If yes, what time frame has been chosen?	
What reasonable time frame have you decided for notifying the applicant of the decision?	This should be within 15 working days after the decision has been made. If yes, what time frame has been chosen?	
Have you decided what represents a reasonable time frame within which applications for disputes should be made?	Refer to paragraph 216 of the code at www.tpr.gov.uk/code14 .	
Have you checked which people must be given details of the IDRP?	To find out who must be provided information about the IDRP, refer to part 1, schedule 2 of the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 at www.legislation.gov.uk/uksi/2013/2734/pdfs/uksi_20132734_en.pdf	

Action	Notes	Yes/No
Does your scheme comply with the legal requirements? If not, what plans does the scheme have in place to comply?		
Do you make information about the application process available to applicants?	This should include information about what needs to be included in an application.	
Do you make information about the decision making process available to applicants?		
Do you send an acknowledgement when an application is received?		
Do you provide applicants with contact details for The Pensions Advisory Service when an application is received?		
Do you provide contact details for the Pensions Ombudsman when you notify the applicant of a decision?		
Do you have procedures for communicating the IDRPs to members?		
Do you have procedures to ensure that the IDRPs are assessed regularly for effectiveness?		

If you have answered no to any of these questions, you should review your processes to ensure that they are fit for purpose.

Completed by _____ Date _____

Note: Public service pension schemes and legislation about the new governance and administration requirements are expected to come into effect in April 2015.

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