

Frequently Asked Questions

Q: Who can make a complaint under the IDRP?

A: Members of the Firefighter Pension Schemes (FPS) or Local Government Pension Schemes (LGPS) may make a complaint. Surviving beneficiaries of FPS or LGPS scheme members may also make a complaint.

If you are unsure about your entitlement to make a complaint, please contact HR.

Q: I was the Civil Partner of a scheme member who is now deceased. Can I make a complaint?

A: Yes – the term ‘spouse’ is intended to include Civil Partner.

Q: Who can my representative be?

A: You can nominate any person to act on your behalf.

Family members or other suitable people may also bring a claim on behalf of a person not capable of acting for themselves. A personal representative may bring a claim on behalf of a claimant who has died.

Q: Will I have to attend a hearing?

A: No – this process is usually carried out by correspondence.

Q: What information should I include in my application (both stages)?

A: You should provide as much detail as possible regarding the reasons for your complaint or the reason that you disagree with the decision. You may provide a statement on a separate sheet if you prefer. You should attach any documents that you have that support your case.

Q: Who may make the decision in Stage One?

A: Becci Jefferies, Head of HR and L&D, will make the decision or may nominate a senior manager to make the decision on their behalf.

Q: Where can I get independent advice?

A: You can at any stage seek advice from the Government’s new Money and Pension Service called MoneyHelper. MoneyHelper is available to assist members and beneficiaries of pension schemes in connection with any difficulty with a scheme which remain unresolved. MoneyHelper can be contacted at: Holborn Centre, 120 Holborn, London EC1N 2TD, Monday to Friday 9am to 5pm on 0800 011 3797 or online at www.moneyhelper.org.uk

Q: What if I am not satisfied with the decision made in Stage One?

A: The letter that you receive regarding the decision at Stage One will inform you that you have the right to apply for reconsideration of the decision. This will be considered by the Chief Fire Officer. If you wish to do this, you should apply within 6 months from the date of the Stage One decision letter.



Q: What if I am not satisfied with the decision made in Stage Two?

A: The Pensions Ombudsman, appointed under Section 145(2) of the Pension Schemes Act 1993 may investigate and determine any complaint or dispute of fact or law in relation to a scheme made or referred in accordance with that Act. The Ombudsman can be contacted at 10 South Colonnade, Canary Wharf, London E14 4PU; Telephone 0800 917 4487 or online at www.pensions-ombudsman.org.uk.

If your complaint refers to the Firefighters' Compensation Scheme, you could take your grievance to Crown Court. You should notify the appropriate officer of both the Court and the Authority, within 21 days of the Stage Two decision.

Q: Where can I find some more information about this process and some definitions for the terms used?

A: The Pensions Advisory Service provides some information at:

www.moneyhelper.org.uk/en/pensions-and-retirement/pension-problems

www.moneyhelper.org.uk/en/pensions-and-retirement/pensions-basics

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