



Leicestershire Local Government Pension Scheme

Complaint Process

This process was approved by the Local Pension Committee on 14 March 2025. The process will be reviewed every three years and will be presented to the Board and Committee if changes are required.

Initial Informal Stage – Complaint against the Pension Section

If you are not satisfied with any aspect of the processing of your Local Government Pension Scheme (LGPS) benefits, or any decision given by the Pension Section, in the first instance please contact the Pension Officer dealing with your case. Their name and number should be found on correspondence provided by the Pension Section. Please ask the Pension Officer to refer your case to a Pension Team Manager who will review your case informally.

This will be done within 10 working days, or if longer is needed, you will be notified.

Usually, issues can be resolved at this informal stage.

Initial Informal Stage – Complaint against your Employer or Former Employer

If you are not satisfied with any aspect of the processing of your Local Government Pension Scheme (LGPS) benefits, by your employer (or former employer), please contact them in the first instance.

If this does not resolve the situation, please contact the Pension Section Helpline Tel 0116 305 7886 who will try and help resolve the situation informally.

Usually, issues can be resolved at this informal stage.

Initial Informal Stage – Complaint against the Fund’s In-House Additional Voluntary Contribution (AVC) Provider

If you are not satisfied with any aspect of the processing of your in-house AVCs, please contact the AVC provider in the first instance.

If this does not resolve the situation, please contact the Pension Section Helpline Tel 0116 305 7886 who will try and help resolve the situation informally.

Usually, issues can be resolved at this informal stage.

Stage One - IDRП

If you remain unsatisfied with any decision given by either the Pension Section or your employer/ former employer, relating to your Local Government Pension Scheme (LGPS) benefits, you may appeal in writing under the Internal Disputes Resolution Procedure (IDRP). You must write within 6 months of receiving the decision.

You can request an IDRП information pack from the Pension Section by either phoning the Pension Section Helpline Tel 0116 305 7886,

or by emailing; pensions@leics.gov.uk

or in writing:

Leicestershire County Council

Pensions Section

County Hall

Glenfield

Leicester, LE3 8RB

The Pension Section will provide you with the IDRП information pack, including who you should return the completed form to. This person is referred to as the "Specified Person" nominated by your employer or former employer, who will formally investigate your complaint.

The specified person will not have been involved in your case previously.

The specified person will confirm in writing their decision within the timescales of the IDRП process. If more time is needed to fully investigate your case, you will be informed in writing.

Stage Two - IDRП

If you are dissatisfied with the IDRП Stage 1 decision, a 'second stage' of IDRП complaint process can be requested.

Stage 2 of the IDRП, will usually involve a colleague from the Legal Services Team at Leicestershire County Council reviewing your case.

The person considering stage 2 of the IDRП will not have been involved in the case previously and will look afresh at the process and decision.

You will receive the stage 2 decision in writing within the timescales of the IDRП process, or if longer is needed, you will be informed.

Ombudsman

Should you remain dissatisfied with the outcome of the IDRPs stage 2, you can refer your case to the Pension Ombudsman.

The Pension Ombudsman's contact details;

Email enquiries@pensions-ombudsman.org.uk

Website www.pensions-ombudsman.org.uk

The Ombudsman usually expects LGPS complaints to have been through the IDRPs process before they consider it.