

UPPINGHAM SCHOOL RETIREMENT BENEFITS SCHEME

Internal Dispute Resolution Procedure

We aim to run the Scheme so that members do not have any cause for complaint. This procedure, however, exists to help you if you have a problem.

Who this procedure is for:

You can use this dispute resolution procedure if you are:

- (i) a current member of the Scheme;
- (ii) a deferred member or pensioner of the Scheme;
- (iii) the widow, widower or dependant of a deferred member or pensioner; or
- (iv) someone claiming to be one of the above.

If you decide to take forward a complaint under the procedure, you may appoint a representative to act on your behalf. Complaints may also be received from someone who is acting on behalf of a person who is incapable of acting for himself or herself, or from the personal representative of someone who has died.

The procedure does not cover complaints which are subject to specific investigation by the Pensions Ombudsman or where proceedings have begun in a court or tribunal.

The procedure is divided into **three stages**.

1. Informal resolution

If you have a problem or complaint, you should, in the first instance, raise it informally with the HR Director, who can be contacted at Uppingham School, 20-24 High Street West, Uppingham, Rutland, LE15 9QD or HR@uppingham.co.uk.

2. Written complaint

If it is not possible to resolve the problem informally, you should then proceed to the formal written stage of the procedure. You should put in writing the following information:

- (i) Your name, address, date of birth and National Insurance number (or those of the member if you are the widow, widower or dependant);
- (ii) If the complaint is to be dealt with by a representative, his or her name and address; and
- (iii) The nature and details of the complaint. Copies of relevant documentation should be enclosed.

The complaint should be addressed to the Scheme Secretary who will arrange for the matter to be investigated. The address is Uppingham School, 20-24 High Street West, Uppingham, Rutland, LE15 9QD or bursar@uppingham.co.uk.

The complaint will be fully investigated and a response provided within **two months** with either a decision, or an explanation of any delay and expected date of issuing a decision. The response will include a statement of the decision, reference to any legislation relied

upon, reference to any part of the rules of the Scheme relied upon, and reference to your right to refer the disagreement for consideration by the Trustees under the Appeal stage of the procedure.

3. Appeal stage

If you are not satisfied with the decision in Stage 2 of the procedure, you may appeal in writing to the Trustees enclosing:

- (i) A copy of the original complaint;
- (ii) A copy of the original decision; and
- (iii) An explanation as to why you disagree with the original decision.

The appeal must be received within **three months** of the Stage 2 decision.

Your complaint will be considered by the Trustees and their decision will normally be provided within **two months** of the date of the receipt of the Stage 3 complaint. If delay is incurred, the Trustees will provide an explanation of the delay and an expected date of issuing a decision. The Trustees' decision will include the same information as outlined under Stage 2 above.

If you are dissatisfied with the decision of the Trustees, you may then refer the matter to The Pensions Advisory Service (TPAS) or to the Pensions Ombudsman. The address of both TPAS and the Pensions Ombudsman is 11 Belgrave Road, London SW1V 1RB.

The Trustees of the Scheme
1 December 2018