

DCU Single Public Service Pension Scheme Internal Disputes Resolution Procedure

Definitions:

‘the Scheme’ – Single Public Service Pension Scheme or any amendment to that Scheme.

‘member’ – any person, who having been admitted to membership under the rules of the scheme, remains entitled to any benefit under the scheme.

‘dependant’ – a dependant within the meaning of the rules of the Scheme

‘claimant’ – person by whom, or on whose behalf, a complaint is made

To whom do these procedures apply?

These procedures apply to the following categories: a member, any person who has formerly been a member, any surviving dependant of a deceased member, any person claiming to be a member or a surviving dependant of a deceased member, a spouse of a deceased member or a personal representative of a deceased member.

What type of claims/disputes are eligible for Internal Dispute Resolution (IDR)?

There are two types of complaint eligible for IDR as follows:

1. A complaint relating to circumstances in which a person believes s/he has sustained financial loss caused by an act of maladministration, or
2. any dispute of fact or law that arises in relation to an act or omission by or on behalf of a person responsible for the management of the Scheme.

STAGE 1 – DISPUTE RESOLUTION PROCEDURE

Claimant’s Procedure:

A complaint should be submitted, in writing, to the Pensions Manager, Human Resources Dept., Dublin City University, Dublin 9. The following information must be included in the initial written submission:

1. Name, date-of-birth, home address and I.D. number.
2. Details of membership of the Scheme (e.g. existing employees should include date of joining, pensioners should include date of retirement, former employees should include date of leaving etc).
3. A statement of the complaint or dispute and who or what the complaint is against. If the person believes that s/he has suffered a financial loss details, including supporting calculations, should be submitted.
4. Any other relevant supporting documentation.

The University's Response

The Pensions Manager will allocate a person, who was not involved in the initial calculation of benefits, to check the records to ensure that the pension has been calculated correctly by reference to (i) the reckonable service, (ii) reckonable remuneration, (iii) the terms of the pension scheme of which the person is/was a member and (iv) where applicable, that all the appropriate pension adjustments (increases or decreases) have been applied. The pension benefits that have been and are in payment will also be verified. If appropriate, the Pensions Manager will consult with the Pensions Committee before issuing a response.

DETERMINATION:

The University's Response

A full and comprehensive written response will be provided to a claimant within six weeks of receipt of the original written submission.

Claimant's Procedure

A written response from a claimant should be submitted to the Pensions Manager, within four weeks confirming acceptance or otherwise of the findings under the Internal Disputes Procedure. Where a person does not accept the findings under the Internal Disputes Mechanism s/he will be directed to Stage 2 of the process.