

DELCAM RETIREMENT BENEFITS SCHEME INTERNAL DISPUTE RESOLUTION PROCEDURE

What is this all about?

If you have a complaint or grievance about our pension scheme, you can apply to have it looked into.

Who can apply?

Anybody can apply who is or could become entitled to benefits from our scheme.

Must I apply myself?

Anybody you want can apply for you, if you prefer.

This could for example be a member of your family, another employee, a friend, a trade union representative or a lawyer.

What can I apply about?

You can apply on any matter which is in the trustees' power. You cannot apply if the question is for your employer or if it has already been passed to the Pensions Ombudsman, a court or a tribunal.

Who do I apply to?

The adjudicator who is Richard Barratt and who may be contacted at the following address:

Autodesk Limited
Talbot Way
Small Heath Business Park
Birmingham B10 0HJ

The trustees have chosen the adjudicator as someone who knows about our scheme and the laws governing it. His duty is to look into your problem in confidence and without bias. Please note that, at any time, you can also apply to have your complaint

looked into by The Pensions Ombudsman who deals with complaints and disputes which concern the administration and/ or management of the Scheme.

Their address is:

The Pensions Ombudsman

10 South Colonnade

Canary Wharf

E14 3PU

Tel: 0800 917 4487

Email:

enquiries@pensions-ombudsman.org.uk

Website: www.pensionsombudsman.org.uk

*A complaint can also be submitted online:
www.pensions-ombudsman.org.uk/our-service/make-a-complaint/*

How do I apply?

If applying for yourself, you must write to the adjudicator giving: your full name and address; your date of birth; your national insurance number if you are or have been in the last 6 months a scheme member; the facts you disagree with; why you are aggrieved; and your signature.

If you are the widow, widower, dependant or a beneficiary of a deceased scheme member, you will also need to give the full name, last address, date of birth and national insurance number of the deceased, together with details of your relationship to him or her.

If you are applying on someone else's behalf, you must give all the above details plus your own full name and address, and state whether this address is to be used for correspondence; you must also sign on behalf of the complainant.

If you do not give all these details, your application may be returned.

When will the adjudicator reply?

You will normally get a written decision within two months of the adjudicator receiving the complaint. If a decision can't be reached within two months, you will be told immediately why it is late and when you can expect it.

The adjudicator will look carefully into your case, consulting anybody else he needs to ask. It may take time to unravel all the facts.

How will the adjudicator reply?

The reply will give you: an explanation of the adjudicator's decision; any laws which he has relied on; any parts of the scheme rules which have a bearing; and what you can do if you are not happy with the decision.

What if I am not satisfied?

Within six months of the adjudicator's decision, you can apply to have your case reviewed by the full board of trustees.

How do I apply to the trustees?

If applying for yourself, you must write to the trustees within six months of the adjudicator's decision giving: your full name and address; your date of birth; your national insurance number if you are or have been a scheme member; a copy of the adjudicator's decision; why you are not happy with the adjudicator's decision; a request for the trustees to look into the matter; and your signature.

If you are the widow, widower, dependant or a beneficiary of a deceased scheme member, you will also need to give the full name, last address, date of birth and national insurance number of the deceased, together with details of your relationship to him or her.

If you are applying on someone else's behalf, you must give all the above details plus your own full name and address, and state whether this address is to be used for correspondence; you must also sign on behalf of the complainant.

If you do not give all these details, or apply after six months, your application may be returned.

When will the trustees reply?

You will normally get a written decision within two months of the date the trustees receive the request. If a decision can't be reached within two months, you will immediately be told why it is late and when you can expect it.

How will the trustees reply?

The Trustees reply will explain: what their decision is; in what ways it differs from the adjudicator's decision; any laws they have relied on; any parts of the scheme rules which have a bearing; and what you can do if you are not happy with the decision.

What if I am still not satisfied?

If you are not content with the trustees' decision, you can apply to the Pensions Ombudsman. Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened, or, if later, within three years of when you first knew about it (or ought to have known). There is discretion for those time limits to be extended. Contact details for The Pensions Ombudsman are shown on page 1.

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