

How to contact us

Our information is available in other ways on request.
We can provide information in other languages, Braille or large print.
We also have access to audio aids and BSL interpreters.
There are a number of ways you can get in touch with us.
If you need any further information on the LGPS please contact us at:



The Pensions Office
Tyne and Wear Pension Fund
Civic Centre Campbell Park Road
Hebburn Tyne and Wear NE31 2SW



Pensions Helpline
Tel 0191 424 4141



Fax 0191 424 4171



Email pensions@twpf.info



Web www.twpf.info

Personal callers

You can visit us at the Pensions Office address during office hours. You don't need to make an appointment.

Office hours

Monday to Thursday 8.30am to 5.00pm
Friday 8.30am to 4.30pm

Please quote your National Insurance Number
and your Membership ID Number, so we can
quickly trace your records.

Tyne and Wear Pension Fund
Administered by South Tyneside Council



Unhappy with Your Pension Benefits?

This Is What You Should Do

This leaflet explains the way you can resolve any dispute or problem you have regarding your pension benefits.

From your first day of employment both your employer and the Pensions Office (your administering authority) make decisions under the Scheme rules that affect your Local Government Pension Scheme (LGPS) benefits. If you think a decision is incorrect or you are unhappy with it, then we have an Internal Disputes Resolution Procedure to resolve any problems. The process has three steps to follow:

Step 1

At first, please contact the organisation that made the decision with which you are unhappy.

Decision Made by Your Employer

If the decision has been made by your employer, the letter notifying you of the decision will explain about the Internal Disputes Resolution Procedure, and set out contact details for your employer's specified person.

Before you start the formal procedure, you should contact your employer and let him or her know your concerns. It may be possible to resolve the issue immediately to your satisfaction.

If you still remain dissatisfied, you should write to your employer's specified person providing your name, National Insurance number, the decision with which you disagree, and the reason why you believe the decision to be incorrect. You should also include copies of any documentation that supports your case.

You must write to the specified person within six months of receiving notification from your employer of the decision with which you disagree.

The specified person is required to consider all the details of your case before making a decision. He or she will write to you within two months of receiving your letter.

Decision Made by the Pensions Office.

If the decision has been made by the Pensions Office, and you wish to dispute it, then please contact the Pensions Office. We may be able to explain the details of your case and resolve any misunderstanding or query at this stage.

If you are not satisfied with the explanation you receive, then you should write to the Fund's specified person, who is:-

Mr John D Briscoe
29 Heywood Avenue
Diss
Norfolk
IP22 4DN

You must write to Mr Briscoe within six months of receiving our notification of the decision with which you disagree. You should provide your name, National Insurance number, the decision with which you disagree, and the reason why you believe the decision to be incorrect. Also include copies of any documentation which supports your case.

Mr Briscoe will consider all the details of your case before making his decision. He will write to you within two months of receiving your letter.

If you are unhappy with the specified person's decision, you can begin Step 2.

Step 2

Write to the Tyne and Wear Pension Fund's Panel of Appointed Persons. An appointed person will consider your case and will let you know their decision. They will write to you within two months of receiving your letter.

You should address your letter to:-

Secretary to the Panel of
Appointed Persons
Tyne and Wear Pension Fund
Pensions Office
Civic Centre
Campbell Park Road
Hebburn
Tyne and Wear
NE31 2SW

If you are unhappy with the appointed person's decision, you can begin Step 3.

Step 3

Write to the Pensions Ombudsman. The Ombudsman is an independent person who settles disputes between pension scheme members and pension schemes.

The Pensions Ombudsman
11 Belgrave Road
London
SW1V 1RB

Please note that the Pensions Ombudsman will not usually investigate a complaint until The Pensions Advisory Service (TPAS - formerly OPAS) has been consulted.

You will not pay any charges for following this procedure.

It is important that you follow these steps. If you miss any of the steps, it may delay your appeal.

At any time, you can contact The Pensions Advisory Service (TPAS) for assistance at:

TPAS
11 Belgrave Road
London
SW1V 1RB

Telephone: 0845 601 2923
(local rate)
Website:
www.pensionsadvisoryservice.org.uk