



Internal Dispute Resolution (IDR) Process

Application for a Stage 2 decision from Civil Service Pensions in Cabinet Office

Guidance

Please use this form if you have received a Stage 1 decision from Capita, and you want to appeal to Civil Service Pensions in Cabinet Office for a Stage 2 Decision. You must have received a Stage 1 decision from Capita, before Cabinet Office can consider your complaint.

If you have not had a Stage 1 IDR decision from Capita, please use the link below to get more information about the complaints and IDR process.

www.civilservicepensionscheme.org.uk/complaints

Please send this appeal form, together with any evidence you want Cabinet Office to consider as part of their investigation, to the officer who completed your Stage 1 investigation. The officer will then collate all the information on your complaint file and send this with the form to Cabinet Office on your behalf.

If you wish to know more about Stage 2 of the IDR process, you can speak to the officer at Capita. You can also ask them for a copy of the leaflet 'If you have a complaint about your pension'.

Your details

Please provide your details below so we can correctly identify your Stage 1 complaint and supporting documents.

Full name

Capita complaint reference number

Staff number (if still in employment)

Member number

National Insurance number

Date of birth

Details of your representative

You can ask someone such as a family member, friend or Trade Union representative to take your appeal forward. If you have told Capita that you have a representative, then Cabinet Office will use the same arrangements. If you would like to add a representative please give their details.

Full name

Address

Postcode

Nature of relationship
(E.g. relative, trade union rep, friend)

Telephone

Email

**Who would you like Cabinet Office
to communicate with?**

Yourself

Your representative

Both yourself and your representative

Details of your complaint

Please explain what your complaint is about and why you are unhappy with the Stage 1 decision. If you are not completing this form electronically, please use additional sheets if necessary

How would you like the matter put right?

Details of financial loss

If you think that the matter you are complaining about has caused you to suffer a financial loss, please give details below.

Declaration

It is likely that Cabinet Office will need to request information from Capita and your current or former employers, in order to complete their investigation. By signing this form you are consenting to Capita and your current or former employers supplying this information to Cabinet Office. Cabinet Office will only request and consider information that is relevant to your complaint.

Your signature

Date

Representative's signature

Date