

# NATIONAL UNIVERSITY OF IRELAND, MAYNOOTH

## NEW INTERNAL DISPUTE RESOLUTION PROCEDURE

The office of the Pensions Ombudsman is now open and operational. Its purpose is to determine disputes of fact and law relating to pension schemes and PRSAs. There are certain issues not covered by the Pensions Ombudsman's office, which remain the jurisdiction of the Pensions Board or the Director of Equality Investigations under the Pensions Act.

**BEFORE** a complaint can be referred to the Pensions Ombudsman, there must be an attempt made to resolve it internally. The scheme has adopted the following **Internal Dispute Resolution** procedure.

If you are a **beneficiary** or **prospective beneficiary** under the scheme and you have a complaint or dispute in relation to the scheme then you can make an application to the **Trustees** for a determination in relation to the complaint or dispute. This application should include

- your **name** and **date of birth**
- your **address** and the address for delivering documents
- a statement of the **nature** of the matter at issue
- details explaining **why you are aggrieved**.

An application form is available from the Pensions Administration Committee, c/o Bursar's Office, National University of Ireland, Maynooth, Riverstown Lodge, Maynooth, Co. Kildare.

The Pensions Administration Committee may seek **further information** that they consider relevant.

The Pensions Administration Committee will consider the matter and issue a **written determination**.

Depending on the nature and complexity of the matter under consideration, the Pensions Administration Committee will issue their determination in good time, but not later than **3 months** after all the necessary information has been received. This will include

- a **statement** of the determination, i.e. what the Pensions Administration Committee's finding is,
- reference to any **law, precedent, practice** or other matter, or
- any **rules** or **discretionary powers** taken into account in making the determination.

You will be reminded that you should check if the matter in hand is one which can be referred to the Pensions Ombudsman after the Trustees' determination and that **further information** is available from the Pensions Ombudsman's office. Generally, the Pensions Ombudsman can review

- a complaint about **financial loss** caused by **maladministration**, or
- a dispute of **fact or law** in relation to any act.

The Trustees' determination is **not binding** unless you so agree in writing. If you are not satisfied with the determination, you can **refer the complaint or dispute to the Pensions Ombudsman**.

There is an **initial form** that can be obtained from the Office of the Pensions Ombudsman, 36 Upper Mount Street, Dublin 2, telephone 01 6471650, fax 01 6769577 or downloaded from the website [www.pensionsombudsman.ie](http://www.pensionsombudsman.ie)