

Internal Dispute Resolution Procedure

The Arts Council Retirement Plan (1994) (the “Plan”)

The Trustees of the Arts Council Retirement Plan (1994), as the trustees of the Plan (“the Trustees”) are required by law to have a procedure in place to allow members, or those with an interest in the Plan, to challenge decisions made in relation to their pension benefits or the Plan. These arrangements are known as the internal dispute resolution procedure or “IDRP”.

An explanation of how the IDRP works is set out below. Please note that it cannot be used in relation to disputes with your employer, even if they are about pensions. It can only be used in relation to disputes with the Trustees of the Plan.

1 Applicants

You may make an application under the IDRP if you are:

- a member of the Plan
- the widow, widower, surviving civil partner or surviving dependant of a deceased member
- a surviving non-dependant beneficiary of a deceased member (someone who, on the death of a member, is entitled to the payment of benefits under the Scheme)
- a prospective member of the Plan (someone who, under the terms of their contract of service or the rules of the Plan, can become a member by choice, after a specified period, automatically unless they elect otherwise, or with employer consent)
- any person who has ceased to be within any of the above categories in the previous six months, or
- any person who claims to be in one of the above categories.

2 Representatives

An application may also be made, or continued on behalf of a person in one of the above categories:

- where the person dies, by their personal representatives
- where the person is a minor, or is otherwise incapable of acting on their own behalf, by a member of their family or by some other suitable person, or
- in any other case, by a representative nominated by them.

3 How do I make a complaint under the IDRP?

If you wish to make a complaint, you must complete the attached Form IDR1. This includes all the details that the Trustees are required to ask for under legislation. You may appoint a representative to act on your behalf. They do not need to be connected to the Plan.

A complaint must normally be made within [six months] of the date of the decision or event which is the subject of the complaint. An application outside of this period may still be accepted by the Trustees if considered appropriate.

The Trustees will write to you to acknowledge receipt of your application.

4 How is a decision made?

The Trustees will give full consideration to your complaint. A decision will normally be reached, having considered all relevant evidence, within four months of the receipt of your properly completed application form. If it will not be possible to decide your case within this timeframe, the Trustees will contact you.

5 How will I be informed of the outcome?

You will be informed of the Trustees' decision no later than 21 days after the decision has been made.

The Trustees will issue a written notice of that decision to you (and, if applicable, to your representative). This will include:

- a statement of the decision, and
- an explanation of any relevant legislation or section of the Plan rules that apply to your complaint.

6 What if I am unhappy with the decision?

You can refer your complaint to the Pensions Ombudsman free of charge.

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes.

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 about it). There is discretion for those time limits to be extended.

The Pensions Ombudsman

The Pensions Ombudsman
10 South Colonnade
Canary Wharf
E14 4PU
Tel: 0800 917 4487

Website: www.pensions-ombudsman.org.uk

Email: enquiries@pensions-ombudsman.org.uk

You can also submit a complaint form online: www.pensions-ombudsman.org.uk/making-complaint

If you have general requests for information or guidance concerning your pension arrangements, contact:

The Money and Pensions Service (MaPS)

The Pensions Advisory Service
Borough Hall
Cauldwell Street
Bedford
MK42 9AB

Operated through MoneyHelper: www.moneyhelper.org.uk

7 Exceptions to the IDRPs

If proceedings have been started in any Court or Tribunal in respect of the dispute, or if the Pensions Ombudsman has commenced an investigation, this IDRPs will no longer apply unless the other body so requires.

Nothing contained in this IDRPs restricts any person's ability or right to refer a dispute to another body (e.g. a Court or Tribunal).

8 Data Protection

The Trustees are a "controller" for the purposes of the Data Protection Act 2018 and the UK General Data Protection Regulation (Retained Regulation (EU) 2016/679) and, as such, is subject to statutory requirements to protect your personal data.

The Trustees have a legal obligation to and legitimate interest in processing personal data relating to you in administering the Plan (this may include providing personal data to third parties). A copy of the Trustees' data protection privacy notices is available at <https://artscouncilplan.co.uk/resources/privacy-notice/>

Issued by the Trustees of the Arts Council Retirement Plan (1994) January 2026.

Send this form with any attachments to:	[name] [title] [address]	Number of pages
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Signature of Applicant or Representative		Date
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Please return the completed form to:

Arts Council Retirement Plan Administrators
Hymans Robertson
20 Waterloo Street
Glasgow
G2 6DB

Email: artscouncil@hymans.co.uk