

Please use this form if you disagree with the decision given by the Head of Pensions under stage one of the Fund's Internal Dispute Resolution Procedure and wish to refer the matter for consideration by the Appeals Committee of the Trustee Board. **You must submit this form within six months of the date shown on the notice of decision and enclose a copy of the stage one decision.**

You may make the application on your own behalf, or, if you wish, you may nominate a representative to take your complaint forward for you. If you nominate a representative, you should attach your written authority for them to act on your behalf, to this application.

Section 1 - Complainant's details

If printing, please complete this form using black ink.

Full name:

Address:

Postcode:

Date of birth:

If this application relates to the Complainant's own membership of the Fund, please fill in the Complainant's National Insurance Number below and then complete **Section 3**.

If this application relates to the Complainant's relationship to a Fund member who has died please now complete **Section 2**.

Section 2 - Details of Member who has died

Full name:

Address:

Postcode:

Date of birth:

National Insurance number: (if known)

Relationship to Complainant:

Section 3 – Reason for referral to Appeals Committee (form will be returned if left blank)

You **must** state why the Complainant is dissatisfied with the decision reached by the Head of Pensions under Stage One of the Internal Dispute Resolution Procedure. If you wish to rely on any new information or evidence in support of your appeal to the Appeals Committee, please provide this information or evidence, and explain why you wish to rely on it.

(Please use the continuation sheet provided if you need more space)

Section 4 - Representation

Please indicate whether you are applying on your own behalf, or are nominating a representative to act on your behalf or to assist you:

Own behalf (Please now complete Section 6)

With the assistance of a Representative (Please now complete Section 5)

Nominating a Representative to act on my behalf (Please now complete Section 5)

Section 5 - Details of Representative (if applicable)

Full name:

Address:

Postcode:

Daytime telephone number:

Nature of profession:

Trade Union (if any):

Relationship to Complainant:
(if any)

Section 6 – Attendance at meetings

Please indicate whether you and / or any representative wish to attend the next available meeting of the Appeals Committee to provide evidence in person:

	Complainant	Representative
Wish to attend		
Do not wish to attend		



Section 7 – Release of Information

Please indicate whether you wish to receive copies of the appropriate documentation held by the Fund which is being considered and any correspondence with any representative you may have nominated:

Yes No

Please indicate whether you give your consent to release appropriate documentation held by the Fund to your Representative (if applicable):

I give my consent

I do not give my consent

If you are nominating a representative, you should sign and date this section of the application. If you are not able to sign this form, please attach a copy of a medical letter stating why you are unable to do so.

Signature:

Date:

Print name:

Complainant

Section 8 – Signature

Please sign and date this application. If you are not able to sign this form, please attach a copy of a medical letter stating why you are unable to do so.

Signature:

Date:

Print name:

Complainant / Representative*

*Delete as applicable

Section 9 – Data Protection Statement

Please read before completing and signing this form.

If you have nominated a representative to act on your behalf or to assist you, they will also need to read and sign this form.

When this form is completed, it will contain personal information about yourself and this information is known as “personal data” (because it is personal information about living individuals).

The Trustees of the Fund are a “data controller” of personal data held in respect of the Fund and, as such, are responsible for meeting legal requirements in relation to that personal data. More information about the way the Trustees process personal data is available on the Fund website, which can be found online at www.tflpensionfund.co.uk



Some of the information provided may be “sensitive personal data” (also known as “special categories of personal data”) because it relates to your health and/or relationships with other people and so could relate to your sex life or sexual orientation.

If any sensitive personal data is provided when completing this form, the Trustees will need your explicit consent in order to use that sensitive personal data. To give that consent you need to read this statement carefully, ensure you are comfortable with the acknowledgments made below and then sign and date this form. Please return it to the Fund Office.

You have the right to withdraw consent to the Trustees using the sensitive personal data specified in this form at any time. However, if consent is withdrawn, this will not affect the processing of any personal data which took place beforehand.

If you wish to exercise your right to withdraw your consent, or if you have any queries about completing this form, please contact the Fund Office.

You may have included information about other people when completing this form. If you have, please inform any people you have mentioned that you have passed their personal data to the Trustees, and provide them with a copy of this Data Protection Statement. You should also notify them that they can contact the Trustees via the Fund Office if they have any concerns about the way that their personal information is being used.



Your acknowledgement and consent

I confirm that I have read and understood the information set out above before completing and signing this form.

I understand that the information provided on this form includes personal data (and may include sensitive personal data) about me and possibly others. I understand that the Trustees will use the above information for the purpose of processing the complaint and give my consent to the Trustees to the extent that is required.

I have informed any people mentioned on this form that their personal data is being provided to the Trustees, and I have given them a copy of this Data Protection Statement.

I acknowledge that the Trustees may disclose the information contained in this form to such of the Trustees' professional advisers (including administrators, the Fund's independent medical adviser, actuaries, auditors, lawyers and my employer) and my representative (if any) as the Trustees decide and give my consent to the Trustees to the extent it is required.

I also understand and acknowledge that the information that I am providing will be retained by the Trustees for as long as necessary to enable them to process the complaint, to deal with any queries that may arise in respect of those benefits or decisions relating to it, and in order to ensure the proper administration of the Fund.

YOUR DECLARATION

By signing this form, I give the acknowledgements and consent (to the extent required) set out in the Data Protection Statement.

Signature:

Date:

Print name:

Complainant

YOUR REPRESENTATIVE'S DECLARATION

By signing this form, I also give the acknowledgements and consent (to the extent required) set out in the Data Protection Statement.

Signature:

Date:

Print name:

Representative



Please send the completed form to The Fund Secretary at:

TfL Pension Fund, 8th Floor, Palestra
197 Blackfriars Road, London SE1 8NJ

Or email: Helpdesk@tflpensionfund.co.uk



Name of Claimant:

Reference number:

(Please quote this number on all correspondence relating to this application)

Date of the next Appeals Committee meeting:

Thank you for your application to the Appeals Committee under the Internal Dispute Resolution Procedure. The matter is now receiving our attention.

Date of receipt by Fund Secretary:



Name of Claimant:



Name of Claimant:

