

# University of Birmingham Pension and Assurance Scheme

## Internal Dispute Resolution Procedure

### Form IDR2

#### 1. Complainant Details

Full Name	
Address	
National Insurance Number	
Date of Birth	
Telephone Number	
Email address	

2. If the Complainant is a widow/widower/civil partner or surviving dependant of a deceased member, as well as the Complainants own full name, address and date of birth, the particulars of the Scheme member and the full name, address, date of birth and (if possible) National Insurance number of the Scheme member.

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#### 3. Details of Member representative (if different to above)

Full Name	
Address	
Telephone Number	

Email address	
Relationship to Member	

Should the representative's address be used for correspondence about this complaint and any requests for further information? Yes/No

How would you prefer us to respond to your complaint: email / post

#### 4. Your complaint

Please provide details of why you are unsatisfied with the stage 1 response and any further information in respect of your complaint. You do not need to resubmit information provided in your initial application.

## 5. Data Protection Act 2018 and UK GDPR

By signing this form, I consent to the Scheme Trustees (the "Trustees") processing my personal data provided by me or on my behalf (or already held by the Trustees) as is necessary for the purpose of recording, considering and responding to my complaint, in particular any sensitive personal data (such as information relating to my health) where that is considered by the Trustees to be relevant to the complaint.

I agree that the Trustees may share any such relevant sensitive personal data with the Trustees' legal and actuarial advisers, the administrators of the Scheme, any other advisers or other third parties whom the Trustees need to consult in order to investigate and respond to my complaint, (where appropriate), the University of Birmingham as sponsoring employer of the Scheme, and such other parties as the Trustees consider necessary in relation to my complaint. Details of the Trustees advisers and service providers can be found in the Trustees' privacy notice, ([www.birmingham.ac.uk/Documents/staff/hr/pensions-forms/202305-bpas-privacy-notice.docx](http://www.birmingham.ac.uk/Documents/staff/hr/pensions-forms/202305-bpas-privacy-notice.docx)).

Where I have disclosed to the Trustees in connection with my complaint sensitive personal data relating to third parties, on behalf of those individuals I confirm that:

- (a) have informed them of the identity of the Trustees as the data controller in relation to their personal data and the purposes for which their personal data will be processed and made available to them a copy of the Trustees' privacy notice applicable to third parties is ([www.birmingham.ac.uk/Documents/staff/hr/pensions-forms/202305-bpas-privacy-notice.docx](http://www.birmingham.ac.uk/Documents/staff/hr/pensions-forms/202305-bpas-privacy-notice.docx)).
- (b) and I am duly authorised to give express consent to the Trustees on their behalf to the processing specified above of such sensitive personal data about them.

I am aware that I/any named third parties have the right to withdraw my/their consent to the processing of my/their sensitive personal data at any time by writing to the Trustees. I acknowledge that the Trustees may consider that they have other lawful grounds for processing that data if I/they withdraw my/their consent. However, if there are no such grounds, it may not be possible for the Trustees to continue to process my/their sensitive personal data in order to fulfil the purpose referred to above. This may mean that the Trustees are not able to take into account that data in investigating and responding to my complaint, which could affect the outcome."

**Signature**

**Name**

**Date**

Please return this form to: Pensions Manager, University of Birmingham, Central Staff Hub, Edgbaston, B15 2TT

We recommend that you keep a copy of this form for your reference.