

## Internal Dispute Resolution

If you are unhappy with any decision made by JSS you have the right to refer it to the appropriate appeal body. Before you do so you should have received a **first stage** decision from JSS. This will be a formal letter explaining why JSS came to the decision that you are unhappy with and will include a reference to any legislation and Scheme rules which JSS relied upon. It will also tell you of your rights under the Internal Dispute Resolution procedure and give you the address to which this form should be sent. You may, if you wish, ask someone else (e.g. a trade union representative, solicitor, friend or a relative) to take your appeal forward on your behalf.

### Member's Personal Details

Full Name

Home Address

Post Code

Date of Birth

NI Number

Employer

Daytime Telephone No.

### Details of Representative

I appoint the following person to act as my Representative

Full Name of Representative ..... (profession/relationship) .....

Address of Representative

Post Code

Signature  
(Member)

Date

I agree to act on behalf of the member

Signature  
(Representative)

Date

### Address for Correspondence

All correspondence should be sent to **Member's home address / Representative's address** (delete as applicable)

### Signature

I am applying to the Appeals Body, as Scheme managers, to consider the first stage decision made by JSS on ..... (Date) and the details of my appeal as stated overleaf.

Signed  
(Member)

Date

Please return completed form to:

JSS Pensions Administration

Polaris House, North Star Avenue, Swindon, Wiltshire SN2, 1UY Phone (01793 411970)

## The Appeal

Name

Date of first stage decision

Explain why you are unhappy with the first stage decision (given by JSS) and say what you consider should be done to put matters right. If you need more space please continue on additional sheet(s) of paper and attach them to this appeal form. The complainant's name and Internal Dispute Resolution Procedure should be written on the top of each sheet.