

Internal Dispute Resolution Procedure (IDRP)

If a scheme member, prospective member, dependant, or other person with an interest in the scheme, is dissatisfied with a decision made by a Fire and Rescue Authority (FRA), or the failure to make a decision, there are rights of appeal available.

Each set of scheme rules contains arrangements for Internal Dispute Resolution Procedures (IDRP)¹:

Firefighters' Pension Scheme 1992 (FPS 1992)	Rule H3 (as amended by SI 2013/1392)
Firefighters' Pension Scheme 2006 (FPS 2006)	Part 8 Rule 5
Firefighters' Pension Scheme 2015 (FPS 2015)	Regulation 163
Firefighters' Compensation Scheme 2006 (FCS 2006)	Part 6 Rule 3

Background

This factsheet has been prepared to update the informal guidance provided in [FPSC 1/2009](#), in respect of who each stage of the appeal should be heard by, and the relevant timescales for each stage.

The factsheet has been agreed by the Firefighters' Pensions (England) Scheme Advisory Board (SAB).

Each FRA should have a process in place which determines how an IDRP will be managed.

¹ Based on the requirements of [Section 50 of the Pensions Act 1995](#) and The Occupational Schemes [Internal Dispute Resolution Procedures Consequential and Miscellaneous Amendments](#)) Regulations 2008

Who is entitled to make a complaint under IDRP?

In respect of the Firefighters' Pension Schemes, a person with an interest in the scheme and who may use the IDRP would be –

- (a) a member – active, deferred or pensioner;
- (b) a widow, widower, surviving civil partner, surviving cohabiting partner or other surviving dependant of a deceased member;
- (c) a surviving non-dependant beneficiary of a deceased member;
- (d) a prospective member, i.e. a person who is not currently a member and could join at their request or would be automatically admitted unless they opt out, or who may be admitted subject to the consent of the FRA;
- (e) a person who has ceased to be within any of the above categories (a) to (d);
or
- (f) a person who claims to be within any of the above categories (a) to (e) and the dispute relates to whether they are such a person.

As the procedures also apply to disputes relating to the [FCS 2006](#), they are available to employees, prospective employees, and former employees, who may be entitled to benefits under that scheme, i.e. optants-out of the main FPS schemes, and retained firefighters employed before 6 April 2006 with protected rights.

Representation

An application under the IDRP may be made or continued on behalf of a person who is a party to the dispute:

- (a) where the person dies, by their personal representative,
- (b) where the person is a minor or is otherwise incapable of acting for themselves, by a member of their family or some other person suitable to represent them, and
- (c) in any other case, by a representative they have nominated.

The IDRP forms for each stage of the process contain a section for authorisation for a representative if relevant.

If representatives have been appointed –

- because the person making the application has died, or
- in the case of a minor or some other person incapable of acting for themselves

correspondence from the stage one and stage two decision makers should be addressed to the representative.

In other cases where the appellant has appointed a representative, correspondence should be addressed to the representative and a copy sent, with a covering letter, to the appellant.

How does IDRP apply to the FPS?

The IDRP allows any person mentioned above, who has a complaint relating to the pension that is not covered by the medical appeal arrangements, to have their appeal heard by the relevant scheme manager/ authority.

Amendments to the Pensions Act 1995 made in 2008² allowed for a single stage procedure, although pension schemes have discretion to make provision for two stages.

The scheme rules do not prescribe what the dispute resolution arrangements should look like or the process to be followed, only that the member should give written notice to the scheme manager/ authority within [28 days](#) of receipt of the determination to require the scheme manager/ authority to deal with the disagreement by means of an IDRP.

How the scheme manager/ authority then responds is a matter for guidance.

The Scheme Advisory Board ([SAB](#))³ considered the IDRP process in 2018 following TPO guidance that schemes should have a one stage process and confirmed they wanted to keep a two-stage process, as a one stage was suitable for centralised schemes not locally managed schemes. IDRP guidance was re-issued and subsequent SAB meetings monitored patterns or trends, which continued to satisfy SAB that a two-stage process was appropriate.

The SAB have proposed that the existing guidance on how to manage this process as set out in [FPSC 1/2009](#) should be maintained on the following basis:

[Stage one](#): the appeal should be considered by the Chief Officer, or a delegated senior manager (“the appropriate person”), who will make a stage one decision.

An appropriate delegation would be the [delegated scheme manager](#) under rule 5 of the 2014 regulations⁴.

[Stage two](#): the stage one decision should be agreed or overturned by the decision of a nominated panel of representatives of the FRA; noting that the panel must obtain relevant advice on technical or legal issues. The panel may include elected members of the authority or any other suitable representatives. The panel may provide for decisions to be taken by or on their behalf, but they do not need to be by the whole panel, and just one or two people on the panel can decide.

² <https://www.legislation.gov.uk/ukpga/2007/22/section/16>

³ <https://www.fpsboard.org/images/PDF/Meetings/08-June-2023/SAB-minutes-index-March-2023.pdf>

⁴ <http://www.legislation.gov.uk/uksi/2014/2848/regulation/5/made>

Stage one

The application should be made in writing, giving details of the complaint.

The regulations state that applications should be made within 28 days of receipt of the determination giving rise to the dispute.

However, [TPR single code of practice](#) which comments on the specified reasonable period, gives a period of four months and allows discretion to accept applications made outside of this time period. The guidance in [FPSC 1/2009](#) [paragraph 5.3] gave a timeframe of six months for the application and the SAB consider this to still be an acceptable timeframe.

The specified person must acknowledge receipt of the application as soon as reasonably possible, and:

- (a) inform the applicant that the [Money and Pensions Service](#) (MaPS) is available to assist members and beneficiaries of the scheme in connection with any difficulty with the scheme, and
- (b) give the applicant the contact details for MaPS.

A stage one decision⁵ must be provided to the complainant or their representative within 28 days of receipt of the application or a further letter must be sent explaining the reason for the delay and the expected date of the decision.

Stage two

If the applicant is dissatisfied with the decision at stage one, they can apply in writing for the decision to be reconsidered by the FRA.

The guidance in [FPSC 1/2009](#) [paragraph 6.1] gave a timeframe of within six months of receiving the stage one decision and the SAB consider this to still be an acceptable timeframe.

When an application is received, it should be acknowledged.

A stage two decision⁶ must be taken within two months of receipt of the application or a further letter must be sent explaining the reasons for the delay and the expected date of the decision.

When notification of the decision is sent to the applicant, it must include:

- (a) a statement that the [Pensions Ombudsman](#) appointed under section 145(2) of the Pension Schemes Act 1993(4) may investigate and determine any complaint or dispute of fact or law, in relation to a scheme, made or referred in accordance with that Act, and

⁵ As per 5.5 of [FPSC 1/2009](#)

⁶ As per 6.3 of [FPSC 1/2009](#)

(b) the Pensions Ombudsman's contact details.

Exemptions

IDRP cannot be used where –

- (a) proceedings in respect of the dispute have been commenced in any court or tribunal;
- (b) the Pensions Ombudsman has commenced an investigation into a complaint made or dispute referred to him; or
- (c) a notice of appeal has been issued by the complainant in accordance with –
 - i. Rule H2 of Schedule 2 to the [Firemen's Pension Scheme Order 1992](#) (appeal against opinion on a medical issue), as amended by [SI 1997/2309](#), [SI 2004/1912](#), [SI 2005/2980](#);
 - ii. Rule 4 of Part 8 of Schedule 1 to the Firefighters' Pension Scheme (England) Order 2006 (appeals against decisions based on medical advice) as amended by SI [2008/213](#) and SI [2014/445](#);
 - iii. [Regulation 154](#) of the Firefighters' Pension Scheme (England) Regulations 2014 (appeals against determinations based on medical evidence)⁷, as amended by SI [2017/888](#) or
 - iv. [Rule 2 of Part 6](#) of Schedule 1 to the Firefighters' Compensation Scheme (England) Order 2006 (appeal to medical referee).

The appeals listed in (c) above relate to a determination made by the FRA in relation to an ill-health or injury award. The FPS and FCS contain special provisions for medical opinions to be considered by the Board of Medical Referees (BMR).

However, the person may still be eligible to make an appeal on a medically related issue other than the outcome of a medical opinion. For example, if a firefighter believes they are entitled to an ill-health award, but the FRA make a determination of an ordinary award, without seeking a medical opinion, or if the dispute is that the correct processes have not been followed.

It is important that a firefighter knows the appropriate route to use if they have a grievance about a benefit-related issue.

Limitations

This factsheet is written for FRAs in England, as devolved authorities may have different guidance or processes in place. However, the rules for each scheme are provided below for completeness.

⁷ Although not (currently) included in the list of exempted disputes within The Occupational Pension Schemes (Internal Dispute Resolution Procedures Consequential and Miscellaneous Amendments) Regulations, these Guidance Notes assume that an appeal against a determination based on medical evidence under Regulation 154 of the FPS Regulations 2014 should also be treated as an exempted dispute.

	FPS 1992	FPS 2006/ 2007	FPS 2015
England	H3	Part 8, Paragraph 5 ⁸	Rule 163
Wales	H3	Part 8, Paragraph 5 ⁹	Rule 173
Scotland	H3	Part 8, Paragraph 5 ¹⁰	Rule 153
Northern Ireland	Article 67	Article 48	Rule 165

⁸ Amended by [SI 2013/1393](#)

⁹ Amended by [WSI 2014/3254](#)

¹⁰ Amended by [SSI 2018/215](#)

Further resources

IDRP guidance for decision makers [Coming soon]

IDRP guidance for applicants [Coming soon]

[Template letters and forms](#)

[TPR single code of practice](#)

The following documents provide useful historic context:

[FPC 28 \[Item 7\]](#)

[FPC\(08\)7](#)

[FPSC 1/2009](#)

This factsheet has been prepared by LGA to give some guidance on the rules of the pension scheme and associated legislation using the regulations as they stand at May 2025, however they should be used only as an informal view of the interpretation of the firefighters' pension scheme as only a court can provide a definitive interpretation of legislation. This factsheet should not be interpreted as legal advice

Please address any queries on the content of this factsheet to bluelight.pensions@local.gov.uk