

**Internal Disputes Resolution Procedure**  
**Defence Forces Pensions Schemes**

Complaints may be made in relation to the Defence Forces Pensions Schemes regarding:

- an allegation that financial loss has been caused to a person by maladministration;
- any dispute of fact or law in relation to acts done by the administrators of the schemes.

Any complaint regarding the above issues must be made in writing to the Pensions Administration Section of the Department of Defence. (The contact details are set out on the next page). The signed letter of complaint should include the following:

- The full name, address and date of birth of the actual or potential beneficiary of the schemes;
- The address to be used for correspondence in connection with the complaint;
- A statement detailing the nature of the complaint with sufficient details to show why the actual or potential beneficiary is aggrieved;
- Such other information that may be helpful for the consideration of the complaint or as the Minister for Defence or the Department of Defence may reasonably require.

The Pensions Administration Section of the Department shall make a determination in relation to the complaint and a notification of the determination will be issued within three months of the receipt of all information reasonably required regarding the complaint. *The determination of such a complaint shall be made by a staff member whose rank is higher than that of the person whose action/decision gave rise to such complaint.*

Any member of the staff of the Department of Defence whose action/decision gave rise to the complaint will have no involvement in the determination of the complaint.

The notification will include the following:

- a clear statement of what has been decided;
- a reference to any relevant legislation, legal precedent, ruling of the Pensions Board, ruling or practice of the Revenue Commissioners or other material relied upon;
- a reference to scheme rules relied upon and, where a discretion has been exercised, a reference to the scheme rules by which such discretion is conferred;

- a statement that the determination is not binding upon any person unless, upon or after the making of the determination, the person assents, in writing, to be bound by it;
- a statement that if the complainant is not satisfied with the Determination they may be entitled to refer their case to the Financial Services and Pensions Ombudsman; that the complainant should check whether his/her complaint is one in respect of which the Financial Services and Pensions Ombudsman has jurisdiction to investigate in accordance with the Financial Services and Pensions Ombudsman Act 2017; and that further information in this regard is available from the Office of the Financial Service and Pensions Ombudsman, on their website <https://www.fspo.ie/> or by contacting them as follows;

**Office of the Financial Service and Pensions Ombudsman**  
**Lincoln House, Lincoln Place, Dublin 2, D02 VH29**  
**Phone: [+353 1 567 7000](tel:+35315677000)**  
**Email: [info@fspo.ie](mailto:info@fspo.ie)**

The contact details for the Pensions Administration Section are as follows:

**Pensions Administration Section**  
**Department of Defence**  
**Áras an tSáile**  
**Renmore**  
**Galway**  
**H91 AN2E**

**Tel: 091-743900**  
**Email: [pensions.admin@defence.ie](mailto:pensions.admin@defence.ie)**

**Pensions Administration**  
**Department of Defence**

**April 2022**