

The National Trust Retirement and Death Benefits Scheme (the “Scheme”)
Internal Dispute Resolution Procedure
Application Form

This form may be completed electronically.

If completing the form by hand, please complete all relevant sections in BLOCK CAPITALS.

Your Details

Name:	
Address:	
Postcode:	
Telephone Number:	
Email address:	
Date of birth:	
National Insurance Number:	

Representative's Details

Please complete if you have a representative acting on your behalf. If you have no representative, please ignore and move on to the next section.

Representative's Name:	
Address:	
Postcode:	
Telephone Number:	
Email address:	
Should this address be used for serving the decision or any requests for additional information (please select)	Yes No

Details of the Complaint

1.	Does your complaint relate to your membership of the Scheme?	Yes No
2.	If the answer to the above is yes, please provide details of your membership. For example, are you are a cessation member, deferred member or pensioner member? What date did you join the Scheme? When did you leave the Scheme?	
3.	Does your complaint relate to another person who was a Scheme Member? If the answer is yes, please provide the following details relating to the member:	Yes No
Member's Name:		
Member's Address:		
Postcode:		
Member's date of birth:		
Member's date of death (if applicable):		
Member's National Insurance Number:		
Your relationship to the member:		
4.	Does your complaint relate to a data protection matter? Please answer YES if you consider that the Trustee has infringed data protection legislation because of the way the Scheme has handled your personal information (or the personal information of someone you are acting on behalf of).	Yes No

5. Please provide details of your complaint with copies of any supporting documents or correspondence. Continue on a separate sheet, if necessary.

Signed (please type your signature if completing this form electronically):	
Name:	
Dated:	

Please send this form to:

The Pensions Manager
The National Trust Retirement and Death Benefits Scheme
Heelis
Kemble Drive
Swindon
Wiltshire, SN2 2NA.

Alternatively, you can email a completed copy of this form to pensions@nationaltrust.org.uk.

NOTE:

This complaint may not be dealt with under the Scheme's IDRP if the Pensions Ombudsman has started investigating this complaint or court or tribunal proceedings have begun. By signing and returning this form, you are confirming that no investigation or proceedings have commenced.

You should receive an acknowledgement of your complaint within the next 14 working days. Please refer to the Scheme's IDRP document for more information about what happens next.