Armed Forces Pension Scheme Internal Dispute Resolution Procedure (IDRP) – Customer Journey

Note: Should customers require assistance at any point during their IDRP, this may be obtained from Veterans UK Helpline: **UK - 0800 085 3600 or Overseas - +44 141 224 3600** or by email to: **DBS-afpsi-authority@mod.gov.uk**

1. **Start** - Submit letter of appeal to Veterans UK.

 Veterans UK acknowledge receipt of appeal, usually within 5 working days. 3. Caseworker reviews appeal to determine whether further evidence is required.

4. Caseworker will contact the customer if further evidence is required.

Note: Customers should expect to know the outcome of the decision, in writing, within 60 working days of Veterans UK receiving the appeal. If, for any reason, Veterans UK cannot meet this timescale, they will write to the customer explaining the reason and the date they expect to make a final determination.

7. The Deciding Officer will review the appeal and make a decision.

6. Once all additional evidence has been received, the Caseworker will prepare the appeal and refer this to a Deciding Officer.

5. If the appeal is delayed for any reason, holding responses will be issued to the customer every 4 weeks until the appeal has been completed.

8. Caseworker will write to the customer with the outcome of their appeal and provide further details regarding the decision.

9. If the customer disagrees with the decision, they should then refer their case to the Pensions Ombudsman – End of Process.