Time limits under the Internal Dispute Resolution Procedure

Resolution Procedure		
Stage of the Procedure	Person responsible	Time limit
	The adjudicator under the first stage of the procedure.	6 months from the date when you were notified of the decision 1
	The relevant administering authority under the second stage of the procedure.	6 months from the date of adjudicator's decision
	The relevant administering authority under the second stage of the procedure.	9 months from the date when you submitted your complaint.
	The relevant administering authority under the second stage of the procedure.	7 months from the date by which you were promised you would receive a decision
Your complaint is that your employer or administering authority have failed to make any decision about your benefits under the pension scheme	The adjudicator under the first stage of the procedure	6 months from the date when the employer or administering authority should have made the decision ₂ .
You received their decision but you	The Pensions Ombudsman. (Note that the Ombudsman will normally expect you to have asked TPAS for help first.)	3 years from the date of the original decision about which you are complaining.
	will normally expect you to have asked TPAS for help	3 years from the date of the original decision about which you are complaining.

The adjudicator can extend the 6 month time limit for a reasonable period where there are special circumstances. The adjudicator can extend the 6 month time limit for a reasonable period where there are special circumstances.

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