Internal Dispute Resolution Procedure Application Form

Dalriada. A better way

The William Hill Pension Scheme (the **Scheme**)

Internal dispute resolution procedure (IDRP) application form for complaints relating to the Scheme

Before completing this form, please refer to the accompanying IDRP, which explains the Trustee's approach to formal complaints, who is eligible to submit a complaint and the process that applies.

Please complete all relevant sections in block capitals. Where an answer is not applicable, please indicate 'N/A'.

1. Member's details

Information Required	Details
Name	
Address	
Postcode	
Email / Telephone Number	
Date of Birth	
National Insurance Number	
Membership Status	Active / deferred / pensioner member / or other beneficiary (please state member details above)
Scheme Reference Number (if known)	

Details of person making the complaint if not the Member
To be completed only if the person making the complaint is the spouse or dependant of a deceased member

Information Required	Details
Name	
Address	
Postcode	
Email / Telephone Number	

Internal Dispute Resolution Procedure Application Form

Information Required	Details
Date of Birth	
Relationship to the member	

2. Representative's details

2.1. Is a representative acting on your behalf? If so, please give their details.

Information Required	Details
Name	
Address	
Postcode	
Email / Telephone Number	

2.2. Please provide evidence of the representative's authority to act on your behalf.

2.3. Should the above address be used for correspondence regarding the decision and any requests for further information?

Yes ☐ No ☐

3. Method of communication

Do you want us to respond in the same manner as you raised the complaint?	Yes / No
If No, how do you want us to respond?	Email / By post

Capita – Confidential INTERNAL

Internal Dispute Resolution Procedure Application Form

4. Details of your complaint

Please give details of your complaint below. Please supply copies of any documents that support your complaint.

Please continue on a separate sheet if the space below is insufficient.

Capita – Confidential INTERNAL

Internal Dispute Resolution Procedure Application Form

5. Court proceedings

The complaint cannot be dealt with under the Scheme's IDRP process if:

- court or tribunal proceedings have begun; or
- the Pensions Ombudsman has commenced an investigation into the complaint.

6. Data protection

The information you provide in this form will be used by the Trustee and its appointed administrators to investigate and respond to your complaint under the Scheme's Internal Dispute Resolution Procedure. Your information will be handled securely and only shared where necessary for this purpose or where required by law.

Further information about how the Trustee processes personal data, including your rights under data protection law, is available in the Scheme's Privacy Notice, which can be provided on request.

7. Submission of this form

This application may be submitted by email or by post. **Submission by email is preferred**, as it enables the Trustee to begin reviewing your complaint more quickly.

Please return the completed form and any supporting documents to:

The Trustee of the William Hill Pension Scheme ("the Trustee")
c/o Mandy Rigg, Pensions Manager
Evoke plc
1 Bedford Avenue
London
WC18 3AU
pensions@williamhill.co.uk

By completing and submitting this form, you agree that:

- **all information you have provided is complete and accurate to the best of your knowledge;**
- **unless the complaint is in relation to data protection, no court or tribunal proceedings, and no investigation by the Pensions Ombudsman, are ongoing in relation to your complaint; and**
- **the Trustee may share the information you provide with any third party whose involvement is necessary to consider your complaint. This may include the Trustee's professional advisers, the Scheme administrator, the Scheme employer, or any other party involved in the administration or operation of the Scheme.**

Signed:.....

Name (block capitals):.....

Dated:.....

WE RECOMMEND THAT YOU KEEP A COPY OF YOUR COMPLETED FORM FOR YOUR OWN RECORDS

Capita – Confidential INTERNAL