

TABLE OF DELEGATED POWERS

Task	Investigation Assistant	Investigator/ Senior Investigator	Legal Advisor in Gateway and Early Resolution Teams/Gateway Manager	Team Leader	Casework Director
<i>When an enquiry is first received</i>					
Decision that PO can consider the matter	Yes	N/A	N/A except to Gateway Manager	All cases within team	All cases in the office
<i>After an application is received, but before it is accepted for investigation</i>					
Decision whether application is within jurisdiction, including exercise of discretion under Reg 5(3) for time or Reg 3(2) re IDRPs	N/A	Initial decision on all cases under own management	All cases within gateway team. Final decision after initial decision has been made by another	All cases within team. Final decision after initial decision has been made by another	Same as Team Leader but for all cases within the office
Exercise discretion not to investigate when complaint is within jurisdiction (e.g. triviality, unenforceability of directions.)	N/A	Initial decision on all cases under own management	All cases within gateway team. Final decision after initial decision has been made by another	All cases within team. Final decision after initial decision has been made by another	Same as Team Leader but for all cases within the office
<i>After the application is accepted for investigation</i>					
Decision that complaint is within jurisdiction	N/A	Initial decision on all cases under own management	Same as Investigator/Senior	All cases within team. Final decision after initial	All cases in the office. Same as Team Leader

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			Investigator	decision has been made by another	
Exercise discretion to investigate an application that is otherwise outside jurisdiction (i.e under Reg 5 (3) for time or Reg 3(2) re IDRPs)	N/A	Initial decision on all cases under own management	Same as Investigator/Senior Investigator	All cases within team. Final decision after initial decision has been made by another	Same as Team Leader but for all cases within the office
Decision to discontinue a complaint if found to be outside jurisdiction	N/A	Never, but will issue initial letter on all cases under own management giving notice of discontinuance	Same as Investigator/Senior Investigator	All cases within team. Final decision after initial decision has been made by another	Same as Team Leader but for all cases within the office
Decide whether complaint can be extended	N/A	Initial decision on all cases under own management	Same as Investigator/Senior Investigator	All cases within team. Final decision after initial decision has been made by another	Same as Team Leader but for all cases within the office
Request by respondent for a determination of any question as a preliminary issue ⁱ	N/A	Never	Same as Investigator/Senior Investigator	Never	Never
Decide whether complaint is suitable for fast-tracking	N/A	Cases under own management	Same as Investigator/Senior Investigator	All cases within team	All cases in the office

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Issue fast-track decision letter	N/A	Cases under own management	Same as Investigator/Senior Investigator	All cases within team	All cases in the office
Approve extensions of time for response	N/A	Cases under own management	Same as Investigator/Senior Investigator	All cases within team	All cases in the office
Agree to request to withdraw complaint made within 14 days from date respondent's comments received	N/A	Cases under own management	Same as Investigator/Senior Investigator	All cases within team	All cases in the office
Agree to request to withdraw complaint made after 14 days ⁱⁱ	N/A	As authorised by PO/DPO	Same as Investigator/Senior Investigator	As authorised by PO/DPO	As authorised by PO/DPO
Discontinue investigation (if complainant fails to reply to decision letter by stated deadline)	N/A	Cases under own management	Same as Investigator/Senior Investigator	All cases within team	All cases in the office
Discontinue investigation (after acceptance of decision letter)	N/A	Cases under own management	Same as Investigator/Senior Investigator	All cases within team	All cases in the office
Exercise discretion to discontinue investigation, (e.g. unenforceable)	N/A	Never, but will issue initial letter on all cases under own management giving	Same as Investigator/Senior Investigator	Never, but can issue initial letter on all cases within team giving notice	Same as Team Leader but for all cases within the office

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directions, PPF/FAS involvement)		notice of discontinuance		of discontinuance	
Formally order production of documents under s 150 PSA 1993	N/A	Never (unless authorised by PO/DPO/CD) but can issue initial letter on all cases under own management asking for production of documents and mentioning PO's powers under s 150	Same as Investigator/Senior Investigator	Never (unless authorised by PO/DPO/CD) but can issue initial letter on all cases within team asking for production of documents and mentioning PO's powers under s 150	Same as Team Leader but for all cases within the office
Decide and follow general investigation procedure (over and above procedure)	N/A	Cases under own management	Same as Investigator/Senior Investigator	All cases within team	All cases in the office
Call or refuse oral hearing	N/A	Never	Same as Investigator/Senior Investigator	Never	Never
Authorise issue of preliminary conclusions	N/A	Never	Same as Investigator/Senior Investigator	Never	Never
Authorise or issue final determination	N/A	Never	Same as Investigator/Senior Investigator	Never	Never
Tell correspondent that future correspondence will	N/A	If after a final determination is issued –	Same as Investigator/Senior	All cases within team	All cases in the office

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not be answered		all cases under own management. Otherwise never.	Investigator		
Deal with press enquiries	Never	Never	Yes for Legal Adviser.	As authorised by PO/DPO	Yes
Reply to Members of UK or European Parliaments/Assemblies	Never	If MP is acting as representative or is raising queries on behalf of the complainant on all cases under own management	Same as Investigator/Senior Investigator	If MP is acting as representative or is raising queries on behalf of the complainant on all cases within the team	Same as Team Leader but for all cases in the office, plus first stage letter for all complaints against the office
<i>Post closure of case</i>					
Re-open/ refuse to reopen a case which was closed after complainant failed to reply to decision letter	N/A	Initial decision, on all cases under own management, made after asking complainant for reasons for delay in responding	Same as Investigator/Senior Investigator	All cases within team. Final decision after initial decision has been made by another	Same as Team Leader but for all cases within the office
Investigate and respond to complaint against the office	Never	Never	Same as Investigator/Senior Investigator	First stage letter for all complaints within team unless complaint is about Team Leader. If decision is appealed PO/Casework Director makes final decision	Second (and final) stage letter for all complaints against the office unless complaint is about Casework Director

ⁱ Rule 6(4) of Procedure Rules 1995

ⁱⁱ Rule 4 of Procedure Rules 1995 provides that the applicant may withdraw his/her complaint or dispute with the leave of the Pensions Ombudsman

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Note: The Table sets out the general delegated powers. However, the PO/DPO may from time to time make additional delegations to specified individuals subject to such conditions as they see fit.

August 2010