

COMPLAINT SUMMARY

Quarter 2

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C1	Active Member	Delay in updating member's record following bulk transfer from an employer in a different LGPS fund (West Yorks to SYPA)	YES	SYPA Pensions Admin	All other scheme members impacted by bulk transfer were identified, membership records updated and statements issued .
C2	Active Member	Identical complaint to C1 - different member	YES	SYPA Pensions Admin	All other scheme members impacted by bulk transfer were identified, membership records updated and statements issued .
C3	Deferred Member	No past years deferred benefit statements received by member whose pension rights were transferred in bulk to SYPA	YES	Former LGPS Fund	None required
C4	Active Member	Contributions had ceased being deducted from member's pay but SYPA had not picked this up sooner.	YES	Employer	None required. An error made by the employer would previously have only been identified follow year-end but movement to monthly data collection should now highlight any such errors made much sooner. This is ultimately an employer responsibility.