

COMPLAINT SUMMARY

Quarter 3

| Reference | Complainant | Nature of Complaint | Response issued within target response time? | Responsible party | Follow up actions required/taken? |
|-----------|------------------------|--|--|-------------------------------|---|
| C5 | Deferred Member | Member had not received his PB statement | YES | Employer | SYPA was awaiting the Leaver form from the employer. This was pursued with employer. |
| C6 | Retired Member | Member had retired in August but problems with payroll provider had resulted in member still not being paid by December | YES | Employer/SYPA Pensions Admin' | SYPA should have chased payroll provider more pro-actively for missing Leaver form. Team responsible for this provider briefed on escalation process. |
| C7 | Active Member | Member's service had been automatically aggregated as part of the aggregation exercise but he wanted to see his options and complained that he hadn't been given them | NO* | SYPA Pensions Admin | None required. Member's real concerns were about the safety of his pension and retained ability to retire at 60. A full explanation was provided to the member and he was content with the response. |
| C8 | Deferred Refund Member | Member wished to transfer out his deferred refund to a personal pension | NO* | SYPA Pensions Admin? | None required. Member has misunderstood the requirements of the documentation that had been issued to be completed before the transfer could be paid. Once understood and documentation provided the transfer was paid quickly. |
| C9 | Deferred Member | Member unhappy about delay in issuing retirement quotation for two sets of deferred benefits. | NO* | Employer | None required. Leaver form was required from employer for second set of deferred benefits - was subsequently resolved with employer and quotation issued to member. |
| C10 | Deferred Member | Member had been on unpaid maternity leave prior to resignation and wished to know the implications for her pension. Enquiry had not been responded to hence complaint. | YES (Initially) | Employer/SYPA Pensions Admin' | Initial explanation was provided but member then raised further queries about the paid maternity leave which were raised with employer but member should have been kept updated. Issue discussed with member of staff. |

* Complaints arrived during a period when designated Complaints Manager was absent. Responsibility for handling complaints now delegated to a series of Team Managers.