

## COMPLAINT SUMMARY

1 January 2019 to 30 June 2019

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C11	Retiring Member	Incorrect use of a 'Protection of Pay' certificate	YES	SYPA	Administrative error but this relates to a legacy provision so no wider implications to consider.
C12	Active Member	Member unhappy with delays in processing of aggregation.	YES	SYPA	Case now processed. Was part of aggregation backlog which is being actively addressed since 1 October 2018.
C13	Active Member	Member unhappy with delays in processing of aggregation.	YES	SYPA	Case now processed. Was part of aggregation backlog which is being actively addressed since 1 October 2018.
C14	Deferred Member	Member felt that implications of delaying claiming retirement benefits were not clear.	YES	SYPA	Standard documentation has now been updated to make the position clearer.
C15	Active Member	Member unhappy about issues experienced with registering for MyPension.	YES	SYPA/Member	Member had incorrectly tried to register before joining. New registration process from 1 April 2019 prevents this in any event.
C16	Deferred Member	Member unhappy with delays in processing of aggregation.	YES	SYPA	Case now processed. Was part of aggregation backlog which is being actively addressed since 1 October 2018.
<b>Total for Quarter</b>	<b>6</b>				
C17	Retiring Member	Delays in the AVC provider paying out value of AVC fund	YES	AVC provider	A full review of the existing AVC providers is scheduled for later this year.
C18	Deferred Member	Member unhappy with delays in processing of aggregation.	YES	SYPA	Case now processed. Was part of aggregation backlog which is being actively addressed since 1 October 2018.
C19	Deferred Member	Delay in processing deferred benefit.	YES	Payroll Provider/SYPA	Information required received from payroll provider following intervention and case processed.
C20	Retiring Member	Member unhappy with delays in processing of aggregation.	YES	SYPA	Case now processed. Was part of aggregation backlog which is being actively addressed since 1 October 2018.
C21	Deferred Member	Delay in processing deferred benefit and transfer value.	YES	Payroll Provider/SYPA	Information required received from payroll provider following intervention and case processed.
<b>Total for Quarter</b>	<b>5</b>				