

## COMPLAINT SUMMARY

1 October 2019 to 31 December 2019

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C30	Active Member	Member unhappy that AVCs were not deducted from her salary.	YES	Third Party - AVC Provider	Head of Pensions Admin in contact with AVC provider to follow up on communication issues
C31	Retired Member	Pension had been overpaid due to incorrect pay figures being provided by employer.	YES	Employer/SYPA	Delays by SYPA had exacerbated issue. Outstanding recalculation cases under review.
C32	Retiring Member	Retirement quote had overstated benefits and actual amounts paid were lower.	YES	SYPA	Individual error with staff member in relation to an AVC fund - training issue now resolved.
C33	Claims company	Claim in relation to "mis-selling" of member who transferred out of the scheme.	YES	None	None. Information about transfer had already been supplied to a solicitors.
C34	Beneficiary	Delay in paying spouse's pension.	YES	SYPA	Procedural issue under investigation.
C35	Retiring Member	Member incorrectly advised that estimate of benefits was overstated.	YES	SYPA	Individual error with staff member - training issue now resolved.
C36	Deferred Member	Login details not received for MyPension	YES	Member	NA. User error - member resolved issue.
C37	Deferred Member	Member disagreed with time limits on transfer out	YES	None	NA. Statutory provision.
<b>Total for Quarter</b>	<b>8</b>				