

**COMPLAINT SUMMARY**

**1 July 2020 to 30 September 2020**

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C51	Retiring Member	Member provided with incorrect retirement figures (overstated)	YES	SYPA	Recalculate and issue replacement figures, settle benefits - now resolved but member may appeal.
C52	Deferred Member	Member unhappy with delay in transferring out AVC to Personal Pension Plan	YES	Third Party	Scottish Widows delayed completion of Transfer Out Forms - now resolved
C53	Deferred Member	Member unhappy at lack of information provided	YES	Third Party	Member was part of Passenger Transport Fund. Information provided for GMPF
C54	Retiring Member	Member unhappy with lack of confirmation of receipt of retirement forms	YES	SYPA	Apology email sent
C55	Deferred Member	Member unhappy at being unable to transfer his benefits to another arrangement	YES	None - Scheme Rules	Letter issued explaining member is within 12 months of NRA and currently active with Deveon Pension Fund. Transfer documentation being reviewed to explain this.
<b>Total for Three Months</b>	<b>5</b>				

