

COMPLAINT SUMMARY

1 October 2020 to 31 December 2020

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C56	Deferred Member	Member unhappy at delay in sending refund quote	NO	Third Party	Chased Employer for leaver information, calculated and provided refund quotation
C57	Deferred Member	Refund paid to member was lower than initial quotation	YES	Third Party / SYPA	Rectification of member record undertaken due to system error in totalling contributions. Apology issued to member.
C58	Retiring Member	Member unhappy with recall of Annual Benefit Statement.	YES	Third Party / SYPA	Apology issued with explanation of issue leading to recall.
Total for Three Months	3				

