

COMPLAINT SUMMARY

1 January 2021 to 31 March 2021

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C59	Deferred Member	Incorrect unreduced payment date stated on Annual Benefit Statements	YES	SYPA	Updated member record and apology issued but member taken to appeal stage. Issue being investigated for any wider legacy data concerns.
C60	Retired Member	Member unhappy that SYPA allowed her to take benefits under Ill-Health grounds and feels SYPA should have advised her to transfer out	YES	Third Party	Letter issued explaining SYPA unable to offer advice. SYPA calculated and issued trivial commutation information.
C61	Deferred Member	Member complained after completing incorrect transfer out forms.	YES	Third Party	SYPA provided correct forms. Benefits Team Manager will undertake a review of Transfer Value documentation.
C62	Active Member	Member unhappy with My Pension account not being fully up to date with monthly contribution history	YES	Third Party / SYPA	Apology issued to member. Issue relates to MDC updates currently being addressed - see Admin Report.
Total for Three Months	4				

