

**COMPLAINT SUMMARY**

**1 April 2021 to 30 June 2021**

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C63	Active Member	Member unhappy at length of time taken to process retirement. SYPA currently waiting for information from Employer	NO	Third Party	Chased employer, updated member, settled benefits
C64	Deferred Member	Member unhappy at amount of forms required to transfer out of the Scheme	Yes	NA	Assisted member with correct completion of forms, finalised transfer. Benefits Team Manager is undertaking a review of transfer out forms to simplify for members
C65	Deferred Member	Member unhappy SYPA had not written out to tell them they could take benefits from age 55	Yes	NA	Retirement quotation issued with apology
C66	IFA	Member's IFA complaint concerning undue delay to receiving information. SYPA were awaiting information from former employer to issue correct information	Yes	Third Party/SYPA	Apology issued to IFA. Reminder issued to Benefits Team staff to update IFAs more frequently when waiting for information from employers
C67	Deferred Member	Member unhappy with time taken to confirm deferred benefits and supply transfer value. SYPA were waiting on information from their former employer	YES	Third Party	Deferment information and transfer valued supplied together with apology for delays
C68	Retiring Member	Member unhappy at delay of benefits caused by being requested to resend information when scanned certificates were not complete	YES	Member	SYPA issued apology for ensuing delay, settled benefits as soon as possible after receipt of correct member forms
C69	Deferred Refund Member	Member unhappy with delay at paying out refund. SYPA were waiting on information from former employer	YES	Third Party	Apology and explanation of delay issued to member. Refund also resolved
C70	Retiring Member	Member contacted MP as unhappy at delay of benefit settlement due to delays with receiving AVC fund from Prudential.	YES	Third Party/SYPA	Apology and explanation of delays caused by Prudential issued. Member offered an interim settlement ignoring AVCs, with a recalculation and adjustment paid on receipt of AVC proceeds
<b>Total for Three Months</b>	<b>8</b>				

