COMPLAINT SUMMARY 1 April 2021 to 30 June 2021

Reference Complainant Nature of Complaint Response issued within target response time? Active Member Member unhappy at length of time taken to process retirement. SYPA currently waiting for information from Employer C64 Deferred Member Member unhappy at amount of forms required to transfer unto the Scheme they could take benefits from age 55 Deferred Member Member unhappy SYPA had not written out to tell them they could take benefits from age 55 C65 Deferred Member Member IFA Complaint concerning undue delay to receiving information from former employer to Issue correct information from former employer to Issue correct information from former employer to Issue correct information from former employer to Issue or Deferred Member Member unhappy at delay of benefits and supply transfer value. SYPA were waiting on information from the former employer C69 Deferred Refund Member Member unhappy at delay of benefits caused by being requested to resend information from them contomic entire and continued to the delay to were waiting on information from the protocome of the same supply transfer value. SYPA were waiting on information from the root complete or expectation from the protocome of the same supply transfer value of the supplied together with apology for delays in the same supply transfer value of the supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together with apology for delays in the same supplied together	COMPLAINT SUMMARY		1 April 2021 to 30 June 2021			
Active Member retirement. SYPA currently waiting for information from Employer C64 Deferred Member	Reference	Complainant	Nature of Complaint	·	Responsible party	Follow up actions required/taken?
Deferred Member Member unhappy at amount of forms required to transfer out of the Scheme C65 Deferred Member Member unhappy SYPA had not written out to tell them they could take benefits from age 55 Member's IFA complaint concerning undue delay to receiving information. SYPA were awaiting information from toffer red benefits and supply transfer value. SYPA were eating on information from their former employer. Member unhappy with time taken to confirm deferred benefits and supply transfer value. SYPA were eating on information from their former employer. Member unhappy at amount of forms required to transfer out of the Scheme Yes NA Retirement quotation issued with apology Apology issued to IFA. Reminder issued to Benefits Team staff to update IFAs more frequently when waiting for information from employers Third Party/SYPA Deferment information and transfer valued supplied together with apology for delays 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 tormer employer YES Third Party Apology and explanation of delay issued to member. Refund also resolved Apology and explanation of delays caused by Prudential issued. Member offered an interim settlement due to delays with receiving AVC fund from Prudential.	C63	Active Member	retirement. SYPA currently waiting for information from	NO	Third Party	Chased employer, updated member, settled benefits
Deferred Member SPPA complaint concerning undue delay to receiving information. SYPA were awaiting information from former employer to issue correct information on information from their former employer.	C64	Deferred Member		Yes	NA	finalised transfer. Benefits Team Manager is undertaking a review of transfer out forms to simplify
Third Party/SYPA Team staff to update IFAs more frequently when waiting for information from former employer to issue correct information 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 C68 Retiring Member Member unhappy at delay of benefits caused by being requested to resend information when scanned certificates were not complete C69 Deferred Refund Member Member unhappy with delay at paying out refund. SYPA were waiting on information from former employer YES Third Party Member SYPA issued apology for ensuing delay, settled benefits as soon as possible after receipt of correct member forms YES Third Party Apology and explanation of delay issued to member. Refund also resolved Apology and explanation of delay issued to member. Refund also resolved Apology and explanation of delays caused by Prudential issued. Member offered an interim settlement due to delays with receiving AVC fund from Prudential. YES Third Party Third Party 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	C65	Deferred Member	* * *	Yes	NA	Retirement quotation issued with apology
Deferred Member benefits and supply transfer value. SYPA were waiting on information from their former employer Member unhappy at delay of benefits caused by being requested to resend information when scanned certificates were not complete Deferred Refund Member Retiring Member Retir	C66	IFA	receiving information. SYPA were awaiting information	Yes	Third Party/SYPA	Team staff to update IFAs more frequently when
Retiring Member requested to resend information when scanned certificates were not complete Deferred Refund Member Member were waiting on information from former employer Retiring Member Member Member waiting on information from former employer Retiring Member Member Member waiting on information from former employer Member contacted MP as unhappy at delay of benefit settlement due to delays with receiving AVC fund from Prudential. YES Third Party Apology and explanation of delay issued to member. 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	C67	Deferred Member	benefits and supply transfer value. SYPA were waiting on	YES	Third Party	1
C69 Deferred Refund Member were waiting on information from former employer YES Third Party Refund also resolved C70 Retiring Member Member Member were waiting on information from former employer YES Third Party Refund also resolved 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	C68	Retiring Member	requested to resend information when scanned	YES	Member	benefits as soon as possible after receipt of correct
C70 Retiring Member Settlement due to delays with receiving AVC fund from Prudential. Number contacted MP as unhappy at delay of benefit settlement due to delays with receiving AVC fund from Prudential. Prudential issued. Member offered an interim settlement ignoring AVCs, with a recalculation and adjustment paid on receipt of AVC proceeds	C69	Deferred Refund Member		YES	Third Party	, , ,
Total for Three Months 8	C70	Retiring Member	settlement due to delays with receiving AVC fund from	YES	Third Party/SYPA	Prudential issued. Member offered an interim settlement ignoring AVCs, with a recalculation and
	Total for Three Months	8				

