

COMPLAINT SUMMARY

1 July 2019 to 30 September 2019

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C22	Retiring Member	Delay in progress of deferred into payment.	YES	Member	NA. Member had not returned claim forms.
C23	Retiring Member	Delay in progress of deferred into payment.	YES	Employer	NA. Employer had advised incorrect retirement date.
C24	Retiring Member	Member unhappy that insufficient time provided to make a decision regarding benefits.	YES	Member	NA. member had misunderstood rules.
C25	Retiring Member	Delay in progressing retirement.	YES	Employer/SYPA	Request had been sent to outdated employer contact. Notification to staff to be vigilant regarding contact list.
C26	Beneficiary	Incorrect bereavement letter issued.	YES	Third Party	Apology letter issued to member. Third Party advised of error.
C27	Active Member	Member unhappy with delay in response to queries regarding divorce proceedings.	YES	SYPA	Case not correctly assigned following receipt. Relevant staff reminded of importance of accurate assignment of incoming post.
C28	Third party provider	Lack of response to regarding transfer out	YES	SYPA	NA. Error by member of staff no longer employed.
C29	Retiring Member	Inaccurate calculation of benefits	NO	SYPA/Employer	Employer provided inaccurate pay information but SYPA staff reminded to be more vigilant in querying with employer when processing cases with reductions in pay
Total for Quarter	8				