

COMPLAINT SUMMARY

1 January 2020 to 30 June 2020

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C38	Retiring Member	Dispute over calculation of benefits in relation to hours worked.	YES	Employer	Issue resolved with employer and benefits recalculated.
C39	Retiring Member	Estimate of benefits sent was higher than actual benefits paid.	YES	SYPA	Individual error with staff member - training issue now resolved.
C40	Active Member	Member unhappy that she could not book a face to face appointment at Sheffield office.	YES	SYPA	Additional sessions arranged at Sheffield and member updated.
C41	Member with refund entitlement	Member unhappy with delay in payment of refund.	YES	Employer	Information pursued from employer and refund subsequently paid.
C42	Member with deferred benefit	Member unhappy with delay in processing deferred benefit and transfer value.	YES	Employer	Information pursued from employer and benefit entitlements calculated.
C43	Active Member	Member did not wish to be in the LGPS but contributions deducted.	YES	Employer	Referred to employer to liaise with member regarding receipt of opt-out form.
C44	Active Member	Member confused in relation to possible transfer from the NHS scheme.	YES	Third Party - NHS Scheme	Referred back to NHS Scheme administrators.
C45	Next of Kin	Partner requesting survivor pension but not eligible.	YES	None	NA - statutory provisions of the Scheme
C46	Deferred Member	Transfer Information sent to wrong address	YES	SYPA	Systems Issue now resolved - see Breaches report
C47	Retired Member	Requesting survivor pension for sister but not eligible.	YES	None	NA - statutory provisions of the Scheme
C48	Retired Member	Tracing letter for retired member sent to a wrong address - no personal details included.	YES	SYPA	Member tracing process amended to send initial letter to last known address where held.
C49	Beneficiary	Delays in confirming partner entitlements	YES	Third Party	NA - Postal delays caused communication issues
C50	Active Member	Member provided with incorrect information about a transfer value for an active member	YES	SYPA	Training issue with member of Customer Centre staff - now resolved.
Total for Six Months	13				