

COMPLAINT SUMMARY

1 July 2021 to 22 September 2021

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C71	Active Member	Member unhappy at delays to aggregation process	Yes	Third Party/SYPA	Apology issued to member. SYPA engaging with software provider to resolve aggregation settlement issues.
C72	Deferred Member	Member unhappy at delays in issuing transfer out quotation	YES	Third Party	Apology issued. SYPA were waiting on information from former employers payroll department. Employer chased for information.
C73	Deferred Member	Member unhappy at delay to transfer out process	YES	Third Party	Apology issued. Employer chased for information required.
C74	Retiring Member	Member unhappy at delay in settling retirement due to AVC delay	YES	Third Party	Apology issued and member offered interim settlement excluding AVCs. Retirement will be recalculated on receipt of AVC funds.
C75	Deferred Member	Member unhappy at being provided Transfer Out quotation when ineligible	YES	SYPA	Apology issued, referred member to appeals process. Benefits Team Manager working with Systems Team to include additional checks at quotation stage.
Total for Three Months	5				

