

Appendix C - Comments Provided to Customer Centre in Quarter 3

(Comments from dissatisfied customers only)

Comments in response to Telephony Survey

- I asked for information about my pension benefits following leaving my last employment in Dec 2020. I still haven't got the information.
- I had to contact my employer to get a query sorted, but once I had, it was sorted immediately.
- Did not receive promised call back within timeframe quoted. Had to chase up myself.
- We asked for a Zoom meeting but never received a link. Guidance and what to expect regarding this could be clearer.
- Just a paper copy P60 every year would be really good.
- It would be great if you get people into workplace as we are 50 plus work force and have lots of questions.

Comments in response to Email Survey

- I received a single word as a reply, which did not make sense at all. As this is regarding my pension, I'm concerned.
- I was not dealt with quickly enough.
- It did not fully resolve my query.
- I was ringing for my dyslexic husband. I found everything being pointed to online which is not helpful for his disability.
- The information was not helpful/useful.
- There is no communication from you, just stat emails.