

COMPLAINT SUMMARY

1 January 2022 to 31 March 2022

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C82	Retired Member	Member unhappy he was not allowed to transfer out of the scheme.	Yes	N/A	Explanation of regulations provided to member, together with information on appeals process.
C83	Beneficiary Member	Member unhappy at delay in paying arrears for child's pension. Additionally believed she hadn't been informed this would cease when she reached age 23.	Yes	Third Party	Apology and explanation of delays issued (member hadn't supplied ID, education institution chased multiple times for confirmation of attendance). Reissuance of information concerning child pensions. Arrears paid in next available payroll run.
C84	Retiring Member	Member maintains she sent in original certificates and these have not been traced leading to a delay in payment of benefits.	Yes	SYPA?	Benefits settled on next available payroll run, apology issued and offer to pay for replacement certificates.
C85	Active Member	Member unhappy an interfund payment was requested without her consent.	Yes	N/A	Explanation of regulations provided to member, additional cancellation form supplied. Monies repaid to former employer. Process to be reviewed to allow members additional period to opt out of interfund transfer. Correspondence to be reviewed to make transfer position explicit.
C86	Deferred Member	Member unhappy that transfer out had not been completed	Yes	Member	Letter to member explaining they had requested 2 transfer value quotations, both provided inside KPI measures, but no transfer forms had been completed. Explanation of where and how to obtain appropriate forms provided.
Total for Three Months	5				

