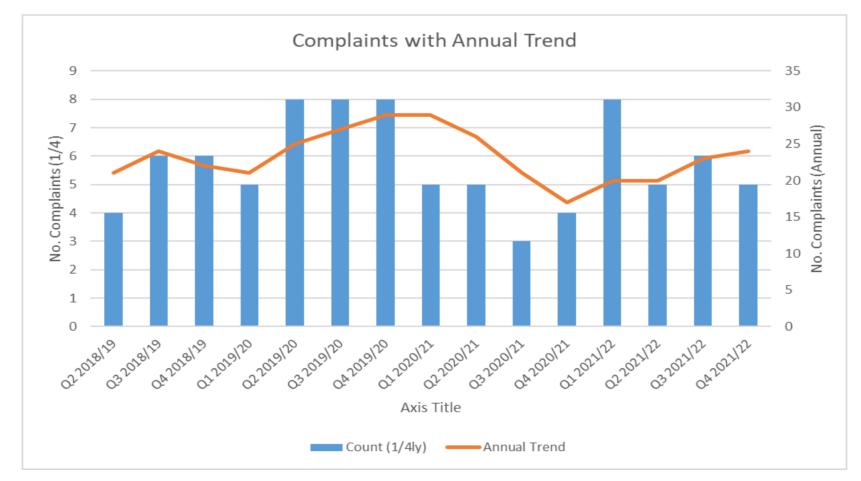
COMPLAINT SUMMARY		1 January 2022 to 31 March 2022			
Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow
C82	Retired Member	Member unhappy he was not allowed to transfer out of the scheme.	Yes	N/A	Explanation together wi
C83	Beneficiary Member	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 e hadn't supp multiple tim Reissuance of i Arrears p
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 issued and off
C85	Active Member	Member unhappy an interfund payment was requested without her consent.	Yes	N/A	Explanation additional cand to former emp members add transfer. Corr t
C86	Deferred Member	Member unhappy that transfer out had not been completed	Yes	Member	Letter to men transfer value measures, but i Explanation of
Total for Three Months	5				



ow up actions required/taken?

on of regulations provided to member, with information on appeals process.

d explanation of delays issued (member oplied ID, education institution chased imes for confirmation of attendence). f information concerning child pensions. s paid in next available payroll run.

ed on next available payroll run, apology ffer to pay for replacement certificates.

n of regulations provided to member, ncellation form supplied. Monies repaid nployer. Process to be reviewed to allow dditional period to opt out of interfund prrespondence to be reviewed to make transfer position explicit.

ember explaining they had requested 2 ue quotations, both provided inside KPI t no transfer forms had been completed. of where and how to obtain appropriate forms provided.