

COMPLAINT SUMMARY

1 April 2022 to 30 June 2022

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C87	Retiring Member	Member was unhappy at explanation of reduced benefits provided in flexible retirement quotation compared with Annual Statement.	Yes	SYPA/member	Meeting arranged between member and Head of Pensions Administration. Agreed to review future ABS content.
C88	Retiring Member	Member unhappy regarding incorrect uprating applied to salary by employer for term time only contract. This reduced the benefits quoted to member on retirement statement	Yes	Third Party	Apology and explanation of correct uprating supplied to member. Engagement with employer regarding correct uprating moving forwards.
C89	Retiring Member	Member unhappy regarding incorrect uprating applied to salary by employer for term time only contract. This reduced the benefits quoted to member on retirement statement	Yes	Third Party	Apology and explanation of correct uprating supplied to member. Engagement with employer regarding correct uprating moving forwards. Due to two identical complaints, request made to Support and Engagement Team to include information in next Employer Bulletin
C90	Active Member	Member unhappy at AVC performance and options for transferring out.	No	SYPA (for providing incomplete information)	Explanation of the origin of the AVC fund provided (had previously opted out of the LGPS, personal pension transfer in was greater than cost to reinstate pension). Explanation of AVC regulations provided to member. Clarified options, including ability to transfer out AVC fund to another provider. Apology issued for incomplete information being provided in initial phone call (training issue picked up).
C91	Active Member	Member unhappy at delay to settling Aggregation request.	Yes	SYPA	Aggregation settlement prioritised and completed. Apology for delay provided to member.
C92	Deferred Member (Transferring out)	Member unhappy at delay in transferring benefits to another local authority	Yes	Third Party	Explanation of delay provided to member. Their former employer had been chased numerous times to provide the required information to complete the deferment process on their record. This needed to be completed prior to any transfer taking place. Employer chased again, deferment completed and transfer initiated.
C93	Active Member	Member unhappy at length of time taken to transfer in benefits from another public service pension scheme	Yes	Third Party	Former Pension provider chased for payment. Explanation and apology issued to member. Transfer in completed as priority case.
Total for Three Months	7				

