

COMPLAINT SUMMARY

1 July 2022 to 30 September 2022

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C94	Retiring Member	Member was unhappy at delay in paying her retirement benefits.	Yes	SYPA/Employer	Initial delay with employer but then training issue with member processing the leaver form and not correctly assigning workflow - now addressed.
C95	Active Member	Member unhappy at delay with transfer in to the LGPS being received.	Yes	Third Party	None - delay was with previous scheme. Chased frequently by SYPA.
C96	Active Member	Member unhappy at delay to settling Aggregation request.	Yes	SYPA	Aggregation settlement prioritised and completed. Apology for delay provided to member.
C97	Deferred Member	Member unhappy at delay in providing transfer out information to financial adviser.	Yes	Third Party	None - delay was with receiving leaver information from employer.
Total for Three Months	4				

