

Complaints from Oct – Dec 2024			
Case number	Date Received	Root Cause	Details of Complaint
<b>SUR682035</b> (added from Q2)	10/09/2024	Service Quality	<p>The complaint related to the processing of the member's pension benefits, including delays in response, administration of the AVC details, and the interest paid on the lump sum.</p> <p>An apology for the time delays was initially provided to the member, and an interest payment issued, along with a letter explaining the calculation.</p> <p><b>Outcome:</b> This case has subsequently moved to an IDRPs  <b>Resolution Date:</b> 30<sup>th</sup> October 2024  <b>Actions:</b> Apology given and IDRPs guidance issued</p>
<b>SUR969312</b>	09/10/2024	Customer Enquiry	<p>This complaint relates to a member struggling to locate their benefits following the transfer to Aegon in 2005. While we have confirmed that the payment was made to Aegon at the time, we unfortunately do not have the supporting paperwork on file. To assist further, we have offered to contact Aegon to verify they received the payment.</p> <p><b>Outcome:</b> The complaint is not justified, as we have evidence confirming the payment to Aegon in 2005. However, further investigation has been offered due to the lack of supporting documentation.</p> <p><b>Resolution Date:</b> 11th November 2024  <b>Agreed Actions:</b> Advice and information provided.</p>
<b>SUR860501</b>	14/10/2024	System	<p>This complaint pertains to an SCC Non-LGPS (Injury-Only or TPS Compensation) record where a payment failed through the BACS route. The issue was resolved in collaboration with Heywood, and the payment was successfully credited to the member's account by 31st October.</p> <p><b>Resolution Date:</b> 15th October 2024  <b>Agreed Actions:</b> Advice and information provided.</p>
<b>SUR684480</b>	23/10/2024	Decision	<p>This complaint concerns the decision made regarding a death grant payment. Information has been provided to the complainant; however, the matter has now progressed to an IDRPs Stage 1 and is also under police investigation.</p> <p><b>Resolution Status:</b> Ongoing.</p>
<b>SUR430389</b>	01/11/2024	System	<p>The complaint concerned an overpayment on a non-LGPS record. While the payment solution was successfully run and the immediate payment processed, no payment was sent, and no documents were generated. The issue was escalated to our system supplier as a high-priority case on 29th November. The</p>

			<p>payment has since been sent, and an apology along with information was provided to the complainant.</p> <p><b>Resolution Date:</b> 17th December <b>Agreed Actions:</b> Apology and information provided.</p>
<b>SUR764991</b>	28/11/2024	Service Quality / Delivery	<p>The complaint concerned a delay in paying LGPS pension benefits and an LGPS AVC annuity. While we informed the member that the LGPS benefits would be paid on 28th November 2024 and the AVC annuity would follow, the pension was not authorised in Altair Payroll, resulting in no payment being made on the promised date.</p> <p><b>Outcome:</b> The complaint was upheld as we failed to meet our written commitment. Payment of the LGPS Main Scheme benefits and AVC annuity was eventually made on 19th December 2024, one month later than originally stated. An apology was issued to the member.</p> <p><b>Resolution Date:</b> 20th December 2024 <b>Agreed Actions:</b> Apology issued, and service provided.</p>
<b>SUR45605</b>	06/12/2024	Service Quality / Delivery	<p>The complaint concerned a delay in responding to an AVC query from the IFA. The query was addressed on the same afternoon the complaint was raised. An apology was issued, and appropriate advice was provided.</p> <p><b>Resolution Date:</b> 6th December 2024 <b>Agreed Actions:</b> Apology issued, and information provided.</p>