



Surrey Local Pension Board 25 July 2018

Quarter 1 Customer complaints report

Recommendations:

The Board is asked to **note** the content of this report and Annex and make recommendations if any further action is required.

Summary

1. The Pensions Operations team have gone through a significant change with the Head of the Operations Department leaving in April, followed by the Operations Manager leaving in May. The Interim Head of Pensions Operations joined in April and the new Service Delivery Manager joined in June. This has been a challenging period ensuring business as usual continues.
2. A sole officer is still dedicated to the monitoring and analysis of the complaints process however the role of the officer has been widened to take on additional responsibilities in the current climate.
3. Summary of interactions between customers and the pension administration team will be presented regularly to the local pension board.

Background

4. Complaints received for this quarter have risen slightly in comparison to the last quarter of 2017/2018, with a total of 12 received. Initial acknowledgement of all 12 complaints have been carried out within the turnaround time of 5 working days.
5. It is noted that Service Delay and Lack of Communication have been the highest subject of complaints received with 42% and 33% respectively. It is also noted that one complaint is still to be resolved and is therefore outstanding. The team have ensured that any customers with complaints that cannot be answered within the turnaround time of 10 working days are contacted regularly to keep them informed of the delay.
6. The types of complaints received continue to be analysed for lessons learned. From the types of complaint the Helpdesk were receiving, it was acknowledged that another field needed to be added for the type of complaint. Technology Issues has been created and is shown on the Customer Complaints Table, Annex 1.

7. A further table has been added to Annex1 to show the resolution method of the complaints received. 33% of the complaints received this quarter were resolved by Explanation meaning these complaints were down to a member's misunderstanding of legislation.
8. It is to be noted that the department is going through a significant period of change, with processes being investigated to improve the customer service provided. This has meant that resource has been limited at times throughout the department.
9. The lead officer will be analysing complaints to understand where lessons can be learned and any process improvements made where appropriate.
10. Data on customer feedback from 1 April 2018 – 1 June 2018 is shown as Annex 1.

Next steps

11. Further customer service feedback will provided to the Local Pension Board at future board meetings.

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Sources/background papers:

Annexes:

1. Pension Complaints Review