



Surrey Local Pension Board

23 October 2018

Quarter 2 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 are continuing to go through a period of significant change with the new Service Delivery Manager joining in June, and the new Lead Pensions Manager and Support & Development Manager not due to join the team until early October. In addition, significant investment has been made into recruiting an additional nine administrators into the team. 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 first quarter of 2018/2019, with a total of 17 received. Initial acknowledgement of all 17 complaints have been carried out within the turnaround time of 5 working days.
5. It is noted that Quality of Service and Service Delay have been the highest subject of complaints received with 47% and 35% respectively. It is also noted that two complaints are still to be resolved and are 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. 20% 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 June 2018 – 30 September 2018 is shown at 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