

Annex – Complaints from Oct to Dec 2022			
Case number	Date Received	Root Cause	Details of Complaint
<b>SUR610977</b>	17/09/2022	Not SCC / External Issue	A member contacted Customer Relationship Team and stated they had not received the 'election to aggregate' form in the post from Service Delivery Team. The member's record was checked, and had been sent via post, therefore must have got lost in the post. CRT re-sent this via email and the member made contact again for additional information, which was sent accordingly. Complaint not justified.
<b>SUR111510</b>	09/10/2022	Service Quality / Delivery	A member was looking for confirmation that all necessary pay information had been provided by the employer as part of their flexible retirement. Conflicting information was given to the member through 2 different calls about the receipt of this information, causing a delay in the process due the necessary data having been mislaid. Pay information was uploaded immediately once identified, with a pension quote being expedited, along with an apology. Complaint justified.
<b>SUR684432</b>	18/10/2022	Poor Communication	A member sought a progress check on their transfer in from another LGPS fund and funds were not transferred correctly. Member contacted the Helpdesk, and the initial response could not confirm the receipt of the funds and, the member felt they were not provided with an adequate explanation of the transfer process. Case was followed up with the Administration Team and confirmation of transfer was given, alongside an apology. Complaint justified.
<b>SUR883558</b>	28/10/2022	General Enquiry	Feedback from a member who received two letters asking to complete the Responsible Investments Strategy survey. Part of the complaint was the online address was too long and was cut off part way in the letter, causing difficulty accessing the survey. The member also requested that instead of sending chasing letters, we send an email where with one click, the survey could be accessed and, that we consider that retirees are older and have vision problems. Apology sent and a new link inserted in the response, to take the customer directly to the survey. Complaint justified.
<b>SUR098531</b>	15/11/2022	Service Quality / Delivery	Member complaint regarding delay in providing quotation of pension benefits and AVC options on leaving employment. Member left employment on 23/09/2022, pay data received from employer to notify of leaving on 21/10/2022 which caused significant delay. Pension quotation produced and sent 15/11/2022 which was slightly outside the 15 working day turnaround time (11/11/2022). Explanation provided for delay in quoting due to late pay data submission, and apology provided for sending pension quote outside standard timeframe. Complaint justified.

<b>SUR721380</b>	18/11/2022	Procedure	<p>Member fed back on the LGPS transfer process that it was an unnecessarily long and complex process for transferring funds out to a different provider.</p> <p>This case was investigated by management and an apology was provided; with assurances the end-to-end process was under review.</p> <p>Complaint justified</p>
<b>SUR337284</b>	22/11/2022	Poor Communication	<p>Complaint related to a data breach whereby two letters, addressed to a member of the fund, had been sent to an incorrect address who was not part of the scheme.</p> <p>In addition to an apology, it was explained that the letters had been sent as part of a tracing exercise, using the existing address details held on our database, and we would now update the details held for this member.</p> <p>Complaint justified.</p>
<b>SUR437292</b>	25/11/2022	Service Quality / Delivery	<p>Complaint was raised in relation to the delay in receiving their pension. The member took flexible retirement with effect from 02/09/2022, with the first payment being made on 27/10/2022 with arrears included. Member's complaint involves the amount of tax deducted, and a claim that the delay in making payment of the pension caused financial hardship (through increased tax deductions). Review of pension handling showed a quote being sent after 16 working days, 1 day outside 15 working day timeframe, apology issued. Payment of pension after 16 working days, 1 day outside 15 working day timeframe. Whilst no evidence was provided that the time frames caused financial hardship (through increased tax), an apology was issued.</p> <p>Complaint justified.</p>
<b>SUR102812</b>	29/11/2022	Service Quality / Delivery	<p>Member raised a complaint about a delay in payment of the pension on the grounds of ill-health. The delay was caused by the employer initially requesting Tier 3 estimate by mistake, following up with Tier 1 estimate. On both occasions pensions chased the payroll provider for pay data. Employment ceased on 30/09/2022, no advanced notification of leaving, but final leaver pay data received by pensions on 01/11/2022.</p> <p>Estimate, quote and payment stage completed within service standard timeframes. Explanation issued to the member.</p> <p>Complaint not justified.</p>
<b>SUR630342</b>	12/12/2022	Poor Communication	<p>A member's pension was suspended due to no known address being confirmed after recent address tracing exercise. The member raised a complaint that this was done without any warning.</p> <p>A full explanation of our gone away process was provided, with an overview of what efforts and correspondence had been sent to confirm the members address. Member's daughter requested further information on raising this as an IDR and this was sent, along with an apology for any inconvenience caused.</p> <p>Complaint not justified.</p>