

Annex – Complaints from April to June 2024			
Case number	Date Received	Root Cause	Details of Complaint
SUR109002	09/04/2024	Poor Communication	<p>The complaint concerned the delay in transfer out to The People's Pension. The complaint was not justified, we have continued to respond to The People's Pensions new, additional and duplicates requests, the delay has not been due to us. The member did confirm that they have complained to both pension schemes.</p> <p>Apologised and promised to monitor the case going forwards</p> <p>Resolution Date: 19 April 2024 Agreed Actions: Apology/Information Given</p>
SUR644205	29/04/2024	General Enquiry	<p>Complaint regarding the McCloud judgement, as the SPT have not informed the member if their pension would be increasing. Member emailed twice and has not received a response following an email from the SPT about the McCloud ruling on 22 December 2023.</p> <p>Complaint not upheld as previously advised not to contact us about the McCloud remedy, and that we would contact members that are affected to inform of any changes to their pension entitlement.</p> <p>Resolution Date: 14 April 2024</p>
SUR254838	29/04/2024	Poor Communication	<p>The complaint was regarding an address being updated via an employer submission. Advice given on process and recommended to update address with employer directly.</p> <p>Resolution Date: 14 May 2024 Agreed Actions: Advice/Information Given</p>
SUR852098	08/05/2024	Poor Communication	<p>This complaint relates to member seeking trivial commutation and was initially told not eligible under the old regulation. Due to some changes, the member was put on hold for a re calculation. Ultimately, the member was not awarded trivial commutation and was provided with a calculation. The member is unhappy with the response and has been referred to the IDRP stage.</p> <p>Discussion with Technical team regarding the IDRP response was undertaken.</p> <p>Agreed Actions: Advice/Information Given</p>
SUR240150	13/05/2024	Service Quality/Delivery	<p>Complaint regarding delays in providing a deferred pension quotation.</p> <p>Complaint upheld as pension quote issued outside of 15 working day KPI. Apology issued and pension has now been put into payment.</p>

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			<p>Member further complained about delays in reissuing a returned payment after the bank account provided could not accept the Lump Sum and initial pension payment. Delay in SPT being informed of the return by the fund to enable payment to be reissued. Member taking complaint to IDRП for investigation of complaint and comment on potential lost earnings in interest.</p> <p>Resolution Date: 24 June 2024 Agreed Actions: Advice/Information Given and Service provided</p>
SUR794966	21/06/2024		<p>The member is complaining about the delay in receiving their deferred pension and has not been given a reason for the delay. Although the deferred pension is now in payment, a full response will be provided to the member.</p> <p>Date due for resolution: 05 Jul 2024</p>
SUR522731	25/06/2024		<p>This complaint concerns the delay in processing a deferred pension quote initially submitted via the member self-service portal. This issue has been escalated to the Immediate Benefits Manager for resolution, and a full response will be provided once the investigation is complete</p> <p>Date due for resolution: 08 Jul 2024</p>