

Complaints - 1 October to 31 December 2021			
Case number	Date Received	Root Cause	Details of Complaint
SUR644601	06/10/2021	Poor Communication	When member called regarding date of payment for retirement benefits, given incorrect information and therefore submitted forms later than required. Member allowed to backdate pension to due date with no financial loss. Issued raised with Helpdesk Manager.
SUR007813	07/10/2021	Procedure	Member not happy about the charge for an additional CETV requested within a 12 month period. Reminded member that only entitled to 1 CETV free of charge in a 12 month period. Also pointed out to member the conditions of the transfer which are included in the letter. Explained about the new transfer out legislative requirements introduced to protect members from scams.
SUR955514	19/10/2021	Administrative Error/Poor Communication	Member retired on 31 August 2021 but had to contact the Helpdesk on 12 October as hadn't heard about pension. Reason for leaving on notification from employer was recorded as resignation and not retirement, therefore benefits not automatically offered upon leaving. Once estimate sent and claim forms returned, treated as a priority in order to ensure benefits brought into payment asap.
SUR507218	19/11/2021	Service Quality/Delivery	Member retired end of July and hadn't heard anything about pension after 4 months despite numerous calls and e-mails to the Helpdesk. Delay in obtaining pay figures from employer led to delay in providing retirement estimate. Once estimate sent, member of the pensions team called to support the member with completion of the forms.
SUR549680	16/12/2021	General Enquiry	Member querying service dates/pay/continuous employment for several months. Response sent to member setting out information held on pension record confirming continuous service and number of records held. Member still confused hence repeated e-mails/calls. Reassurance to member that there is no financial loss and explained why records are set up the way they are.
SUR302052	21/12/2021	Service Quality/Delivery	Member opted out of pension scheme with only an entitlement to a refund. Not happy that employer contributions are not included in the refund and feels like these are now 'lost'. Stated wasn't told about transferring in previous pension benefits. Pension record indicates that new starter information pack was issued which includes information on transferring previous benefits. Reminded member that transfer can only take place whilst an active member of the scheme.

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