

Complaints - April 1 to June 30 2022

Case Number	Date Received	Root Cause	Details of Complaint
SUR037648	24-Mar	Service Quality / Delivery	Member requested confirmation that an underpin calculation had been performed on her benefit entitlement when she retired. Member was incorrectly given assurances that it had when in fact it had not. Member has now been provided with the details requested and received an apology. Complaint justified.
SUR787989	14-Apr	Poor Communication	Member complained about the delays in processing their refund of contributions. Claim form received from member one month after being issued and refund subsequently paid within service level standard. Complaint not justified.
SUR283568	20-Apr	Poor Communication	Next of kin received invoice for overpaid pension after the Estate had been settled. Initial invoice and reminder invoice were issued 3 years after being informed of the death of the pensioner. Member complained that the Estate is settled. Request to write off debt in the circumstances considering delays in confirming debt. Complain justified.
SUR155950	28-Apr	-	Pensioner complained their pension was not paid in April 2022. Member's pension had been suspended as had not informed their change of address. Pension re-instated on confirmation of new address. Complaint not justified.
SUR745121	05-May	Poor Communication	Next of kin received invoice for overpaid pension after the Estate had been settled. Initial correspondence was sent shortly after being notified of the death and this included the amount of overpayment. However the invoice to recover the overpayment was not issued at that time. Following a review of the case, an invoice was issued and the next of kin complained about the exceptional delay but has paid. Complaint justified.
SUR057922	17-May	Poor Communication	Member complained that some personal information had been shared with a tracing company without their consent. Member was included in the annual address tracing exercise as no address was held. The Fund is required to trace its members and to do so it must share a minimum amount of information to enable tracing to be successful. Complaint not justified.
SUR602872	07-Jun	Poor Communication	Member complained about delays in receiving information regarding her entitlements following notifying her intended retirement. Member retired from active membership and award was processed following receipt of required information from the member's employer. Service timescales for processing the benefits were met. Complaint not justified.

SUR003878	08-Jun	Administrative Error	Complaint from Independent Financial Advisor (IFA) regarding the protracted nature of the transfer out process for their client. Correspondence issued by SPT was lacking in that it did not cover all the additional documentation needed to complete the transfer and three separate requests for information were issued before the transfer could be completed. Complaint justified.
------------------	--------	----------------------	--