

Annex – 2 - Complaints from July to September 2022			
Case number	Date Received	Root Cause	Details of Complaint
<b>SUR986991</b>	21/06/2022	Poor Communication	The member contacted the Pension Team about the delay in receiving a refund of contributions. It was not possible to complete this without first receiving information from another LGPS Fund. This was chased from the other LGPS provider and on receipt the refund was processed for payment. Complaint justified in relation to another fund not providing the requested information on time.
<b>SUR480194</b>	01/07/2022	Poor Communication	<p>A deceased members family were contacted with regards to an outstanding amount owed to the Surrey Pensions from the estate. This case dated back to 2019 and was part of a recent backlog exercise in this area.</p> <p>The members executor did not know any money was outstanding and questioned why this was not picked up when the Tell Us Once notification was raised. It was explained that Tell Us Once was not active at the point in which the member had passed away, meaning we had not received this notification. It was acknowledged the time delay was unsatisfactory and was caused by no next of kin details on file.</p> <p>Further issues were raised in that the executor stated the estate had no monies left and that this would incur additional costs to them. It was explained that a case could be put forward (along with satisfactory evidence) to the fund to decide on whether to write this off.</p> <p>The case is still with the member and the team have set a reminder to pick this up again on the administration system in due course.</p> <p>Case partially justified at this stage in terms of the delays.</p>
<b>SUR735211</b>	18/08/2022	Administrative Error	The member was sent a form on which to nominate a co-habiting partner and details of when a contingent partner pension might be paid. However, in this case it was subsequently identified that the member did not qualify for a co-habiting partner pension due to his last day of membership. An apology was sent to the member. The complaint was justified.
<b>SUR411416</b>	30/08/2022	Communication	<p>Member raised they were misinformed of the amount of pension payable at retirement. Essentially thinking that the annual pension was a monthly amount and was therefore being underpaid.</p> <p>Help Desk calls and documents on the record were reviewed and no evidence of miscommunication found relating to these values. It was explained to member that the correspondence issued provided them with a reasonable expectation of the value of monthly/annual pension.</p> <p>Complaint not justified</p>
<b>SUR074321</b>	12/09/2022	Poor communication / Service	The member raised concerns over the time in which their pension was being processed and did not feel they had received progress updates regularly enough. They were able to see on the self-service portal they were now classed as a Pension member but, no payments had been made. Having investigated this further it was apparent the delays were caused by the request coming through the post in physical form and, the form had not been fully complete by the member.

			<p>Once the member had supplied the required information upon request, the pension was processed and checked within SLA as required. An email had been sent to explain the cause of the delays, to inform the member of the new time frames and to confirm the pension had now been processed in full.</p> <p>Case not justified although an apology provided in acknowledgement that the self-service portal may have confused matters.</p>
<b>SUR611497</b>	14/09/2022	Service Quality/Delivery	<p>Member requested a deferred into payment quote for their two pensions within the Surrey Pension Fund via Member Self Service on 5 August 2022. These were not received within the expected 15 working day turnaround time, prompting a complaint.</p> <p>An apology was issued along with both pension quotations as resolution of the complaint.</p> <p>Complaint justified</p>
<b>SUR742299</b>	14/09/2022	Poor Communication and Service Quality / Delivery	<p>Complaint concerned delay in member receiving an active retirement quote.</p> <p>Employer did not provide Final Pay to enable calculation of pension, despite requests for this period, causing significant delay in providing retirement quote. Employer eventually sent Final Pay and quote was provided with 15 working days of receipt of all info/data.</p> <p>Issue with final pay and subsequent delays were not consistently (or at times accurately) relayed to member by Pension Help Desk to manage expectations. Apology issued for poor communication.</p> <p>Complaint partly justified due to poor comms</p>
<b>SUR187019</b>	16/09/2022	Poor Communication	<p>A complaint was raised about a suggested delay in the payment of retirement benefits however, the actual retirement benefit payment was actioned ahead of time. The member had expected payment to be made in October but was actually paid in September.</p> <p>Complaint not Justified</p>
<b>SUR610977</b>	17/09/2022	Administrative Error	<p>An active member raised that no details were available about their pension from the 1<sup>st</sup> April 2021, with contributions recorded against their record since this date.</p> <p>Having reviewed the record in detail, it was recognised that the member had changed roles at the same employer, but a leaver form and new starter form was submitted in error. Had the annual return simply shown the change in position, it would not have errored on the data upload.</p> <p>It was acknowledged that this should have been followed up at the point in which it errored, something that has now been communicated to the relevant team area should this error arise again. The record has also been rectified, ensuring all contributions are now fully updated to ensure the benefits are up to date.</p> <p>Complaint justified</p>