

Annex – Complaints from July to September 2023			
Case number	Date Received	Root Cause	Details of Complaint
SUR954670	05/07/2023	Poor Communication	<p>This complaint concerned the length of time it had taken to process and Interfund. Payment had been requested and chased.</p> <p>We failed to act upon the request within our service standard timeframe, and that you member had to contact us to chase a response. Interfund completed and an apology was offered.</p> <p>Advice/Information Given and Apology- Complaint partially justified.</p>
SUR916259	11/07/2023	Poor Communication	<p>This complaint concerned the delay in processing the member's transfer out to the Teachers' Pension scheme. This was escalated and prioritised.</p> <p>We failed on multiple occasions to resolve this. However, the new transfer process and issuing forms with quotes eradicates issues like this case.</p> <p>Complaint justified.</p>
SUR534725	17/07/2023	Service Quality / Delivery	<p>This complaint concerned the delay in receiving a transfer out value. SPT failed to act upon the request within our service standard due to waiting SCAPE factors. Upon further investigation the original request was made under the old factors so a manual Transfer value and apology was offered</p> <p>Complaint justified.</p>
SUR260052	27/07/2023	Poor Communication	<p>This complaint concerns the time delay in receiving deferred benefits information as member opted out.</p> <p>We failed to act upon the request within our service standard timeframe.</p> <p>Complaint justified.</p>
SUR422566	01/08/2023	Service Quality / Delivery	<p>This complaint concerned service history shown on the pension portal. An email explaining all service held and why there is currently no ABS on latest record.</p> <p>We attached the most recent ABS with an explanation. Recommended to take IFA if unsure on decision.</p> <p>Complaint partially upheld due to poor handling of request.</p>
SUR545962	08/08/2023	Service Quality/ Delivery	<p>This complaint was concerned the delay in issuing a deferred into payment quote for 2 deferred records following MSS request.</p>

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			<p>Complaint upheld as sent outside of 15 working day standard service timeframe.</p> <p>Pension quotes have now been sent and an apology issued for the poor level of service.</p> <p>Complaint justified</p>
SUR136418	01/09/2023	Administrative Error	<p>This complaint was due to a delay in processing retirement and no contact in the months approaching NRD. Our records were not correctly updated when the member returned forms and we then asked for information that had already been provided.</p> <p>Pension put into payment and apology offered.</p> <p>Complaint justified</p>
SUR917020	05/09/2023	Administrative Error & Poor Communication	<p>This complaint concerned the members incorrect deferred data due to incorrect information from employer. Employer had incorrectly advised us of an opt out in 2020, which was actually just a post change. The record has been corrected.</p> <p>Apology to member and new ABS generated.</p> <p>Advice/Information Given and Apology</p>
SUR998099	13/09/2023	Poor Communication	<p>This complaint concerned the Transfer in process not clearly explained and member struggled to understand the benefits and how they had been actioned and what it meant for the member. A call to discuss the process in more detail</p> <p>Justified, could have been clearly explained in initial contact</p>
SUR463719	13/09/2023	Service Quality / Delivery	<p>This complaint concerned a delay in receiving a retirement estimate. We failed to act upon the request within our service standard timeframe though we are only able to provide an estimate once we receive the relevant information from payroll.</p> <p>Apology and advice guidance given once we receive payroll data.</p> <p>Partly Justified.</p>
SUR777920	14/09/2023	Poor Communication	<p>Complaint issued due to an acknowledgement email being sent for a change of bank details, where the member changed their address.</p> <p>Advice/Information Given and Apology</p> <p>Complaint upheld. Apology issued with confirmation that only address updated.</p>
SUR442338	17/07/2023	Service Quality / Delivery	<p>This complaint concerns the fact that the member did not receive a pension quote at age 60</p>

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			Complaint partially upheld as we did not issue a pension quote as expected at age 60. Offered the opportunity to recalculate and await the members response.
SUR358634	24/09/2023		Outstanding 06/10/23 – due Fiona
SUR031607	25/09/2023	Service Quality / Delivery	<p>Complaint raised regarding delayed response to questions about deferred LGPS benefits and AVC options.</p> <p>Member had to chase several times with response being issued through complaint local resolution.</p> <p>Complaint justified</p>
SUR286381	26/09/2023	Poor Communication	<p>Complaint concerned delay in completing LGPS and AVC transfer.</p> <p>Justified, not solely us but we have failed to pick up the case once West Sussex made payment</p>
SUR029489	29/09/2023		Due 12/10/23- Dean

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