

Annex – Complaints from January to March 2024			
Case number	Date Received	Root Cause	Details of Complaint
SUR865847	13/01/2024	Poor Communication	<p>The delay in paying the members' pensions was attributed to ongoing intricate enquiries with the employer concerning fraud within the school. Despite our active engagement with the employer, it was determined that the matter primarily pertained to the relationship between the employer and the employee, and the SPF could have opted to proceed sooner.</p> <p>Resolution Date: 26/01/2024 Agreed Actions: Advice/Information Given</p>
SUR292446	16/02/2024	Service Quality / Delivery	<p>Complaint raised due to perceived delays to providing information about an AVC transfer to another pension provider (Fidelity Int). During an email exchange CRT asked for the members NI & DOB to be confirmed before information could be given, which prompted a frustrated response from the member and Fidelity Int.</p> <p>Complaint raised as it was deemed that we were preventing the transfer being completed which was in breach of FCA rules.</p> <p>Complaint not upheld. Apology issued for unnecessary request for members personal details via email. However, there was no evidence that SPT were preventing the transfer to breach FCA rules.</p> <p>Resolution Date: 29 Feb 2024 Agreed Actions: Apology</p>
SUR815129	28/02/2024	Poor Communication	<p>The member expressed a desire to reduce their hours but had concerns stemming from a TUPE conversion, feeling that they were not provided with the complete information.</p> <p>Advice and an apology have been given in response to their concerns. We have assured them that regular updates will be provided to ensure transparency and address any further queries or uncertainties they may have.</p> <p>Resolution Date: 08 March 2024 Agreed Actions: Advice/Information Given</p>
SUR668228	04/03/2024	Poor Communication	<p>Delays in consolidating benefits, providing a consolidated statement, and transferring assets to Hounslow. Additionally, efforts to obtain a response to her IDRPs were pursued.</p> <p>The transfer to Hounslow was escalated. A comprehensive breakdown of contributions and pensionable pay across the member's four records was provided.</p> <p>Discussion with Technical team regarding the IDRPs response was undertaken.</p>

			Resolution Date: 15 Mar 2024 Agreed Actions: Apology
SUR731894	28/02/2024	Poor Communication	This relates to a Tax code being applied to a new pension setup The complaint is justified as we could have picked up on a tax code issue and the date we were notified for HMRC to correct the position sooner. Confirmed the process and how HMRC apply tax codes via RTI. Resolution Date: 22 Mar 2024 Agreed Actions: Apology
SUR510899	08/03/2024	Poor Communication	This was around the delay in returning the original POA Resolved by contacting the member directly to confirm they has now received the document. Feedback to CRT on the initial contact. Resolution Date: 21 Mar 2024 Agreed Actions: Apology