

<b>Annexe – Complaints from July to September 2024</b>			
<b>Case number</b>	<b>Date Received</b>	<b>Root Cause</b>	<b>Details of Complaint</b>
<b>SUR443349</b>	01/07/2024	Unit 4	<p>The complaint concerned a one-month delay in setting up a pension record from the date of joining, along with other MySurrey-related issues. However, the complaint was not justified, as the delay was due to Unit 4 system issues rather than the pension service delivery team.</p> <p>While an apology and explanation were provided, the complaint should have been redirected to Surrey Payroll.</p> <p>Resolution Date: 12 July 2024 Agreed Actions: Apology</p>
<b>SUR223838</b>	10/07/2024	Service Quality / Delivery	<p>The complaint related to a delay in transferring AVCs to another provider. While the transfer was mostly handled within reasonable timeframes for each stage, there was a delay in responding to a recent request from Utmost Life for a form to be completed. It took one month to respond, and the issue was only addressed after the complaint was raised.</p> <p>The complaint was upheld, an apology was issued, and actions were taken to expedite the transfer.</p> <p>Resolution Date: 25 July 2024 Agreed Actions: Advice/Information Given</p>
<b>SUR646686</b>	11/07/2024	Service Quality / Delivery	<p>The complaint concerned a delay in responding to the member's query about aggregating their pension. An apology was provided, along with correspondence sent to the member to assist them in making a decision.</p> <p>Resolution Date: 17 July 2024 Agreed Actions: Apology /Information Given</p>
<b>SUR892215</b>	15/07/2024	Poor Communication	<p>A deferred member who left the scheme before 1 April 1998 filed a complaint, stating they were unaware that they needed to claim their pension from their Normal Pension Date. While the member acknowledges that the pension will be backdated, they feel misled due to the annual deferred ABS statements, which highlighted an increase in pension value.</p> <p>The complaint was upheld, as the communications did not clearly state that there was no option to defer the pension. Additionally, the information provided through the ABS contributed to the member's assumption that deferment was possible.</p> <p>Resolution Date: 09 August 2024 Agreed Actions: Apology</p>
<b>SUR548370</b>	18/07/2024	Poor Communication	<p>This complaint involved a member trying to make decisions regarding their deferred pension. They submitted a request for</p>

			<p>trivial commutation, which was denied, and they incorrectly completed their claim forms.</p> <p>The complaint was partially upheld, as there was an opportunity for more efficient communication with the member.</p> <p>Additionally, the complaint was delayed due to being paused while the member made their decision.</p> <p>Resolution Date: 08 August 2024 Agreed Actions: Apology, information provided</p>
<b>SUR727087</b>	19/07/2024	Service Quality / Delivery	<p>This Complaint concerned the delay in processing pension into payment, the member left in May 2024.</p> <p>Resolution Date: 02 August 2024 Agreed Actions: Apology and Benefits paid.</p>
<b>SUR172998</b>	22/07/2024	Administrative Error	<p>This complaint involved a member's pension claim forms and a copy of identification that went missing. The documents were located in the digital post system, and it was determined that a human error occurred when the post was moved to a completed folder.</p> <p>Resolution Date: 05 August 2024 Agreed Actions: Apology, information provided</p>
<b>SUR192632</b>	09/07/2024	Service Quality / Delivery	<p>This Complaint concerned the delay in processing pension into payment, the member left in May 2024.</p> <p>Resolution Date: 08 August 2024 Agreed Actions: Apology and Benefits paid.</p>
<b>SUR150784</b>	29/07/2024	Administrative Error	<p>This complaint involved repetitive letters sent regarding the overpayment of a deceased member's pension. A block should have been placed on the account while tracing the payment to prevent the member from receiving any further follow-up letters.</p> <p>Resolution Date: 08 August 2024 Agreed Actions: Apology</p>
<b>SUR836966</b>	05/08/2024	Service Quality / Delivery	<p>Complaint regarding lack of timely response to email to CRT. Member emailed query about HMRC lump sum limits and was given 15-20 working day timeframe for response.</p> <p>Complained after 12 days. Overall query was not answered until my complaint response so complaint upheld with an apology and information provided.</p> <p>Resolution Date: 20 Aug 2024 Agreed Actions: Advice/Information Given and Apology</p>
<b>SUR848392</b>	05/08/2024	Service Quality / Delivery	<p>This Complaint concerned the delay in processing pension into payment, the member left on 31<sup>st</sup> May 2024.</p> <p>Resolution Date: 12 September 2024 Agreed Actions: Apology and Benefits paid.</p>

<b>SUR675597</b>	07/08/2024	Poor communication	<p>This complaint involved a dependent's pension payments, which they believed were not being managed correctly. The information provided was accurate, and we have supported the member in taking this matter forward.</p> <p><b>Resolution Date:</b> 19 August 2024  <b>Agreed Actions:</b> Advice and information provided.</p>
<b>SUR074938</b>	22/08/2024	Service quality and delivery	<p>This complaint concerned the late payment of Ill-Health retirement benefits. The member left on 05 March 2024, but the pension and AVC were not paid until late August 2024. The delays were primarily due to the employer not submitting the pay data, the LGPS Medical Certificate, and employer approval for the ill-health retirement. Additionally, the AVC with Prudential contributed to the extended time needed to complete the pension claim. Overall, SPT took more than 15 working days to send a pension quote, and an apology was issued. SPT did not offer an interim payment while awaiting the AVC fund, which has been acknowledged for future cases. It was also noted that SPT should have communicated better regarding delays, even if they were not at fault.</p> <p>The complaint was upheld due to the delay in issuing the pension quote. However, the compensation claim was not upheld, as interest for the late payment was paid on the lump sum.</p> <p><b>Resolution Date:</b> 11 September 2024  <b>Agreed Actions:</b> Advice and information provided, apology issued, and service rendered..</p>
<b>SUR085326</b>	25/09/2024	Poor communication	<p>This complaint related to the failure to obtain information from Payroll. The complaint was upheld due to delays in responses from our customer relationship teams.</p> <p>The issue was resolved following a call and an apology from the customer relationship team</p> <p><b>Resolution Date:</b> 25 September 2024  <b>Agreed Actions:</b> Apology and assistance provided.</p>

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