

# Complaints, Compliments and Comments

<b>Complaints 2010/2011</b>	<b>11</b>
<b>Compliments 2010/2011</b>	<b>159</b>

**Complaints** <sup>1</sup> were made up as follows:

Challenging Information provided <sup>2</sup>	2
Lost Documentation <sup>3</sup>	1
Non-Receipt of Benefit <sup>2</sup>	3
Transfer of Service <sup>4</sup>	2
Pensions Literature <sup>5</sup>	3

**Compliments** <sup>6</sup> were made up as follows:

Praise of the overall service	64
Helpfulness of member of staff	32
Informative Documentation (Newsletter/ABS)	25
Courteous/polite staff	9
Prompt response from member of staff	19
Praise of online service	4
Informative Presentation	6

## Comments

<sup>1</sup> *Of the 11 recorded complaints, only three were fully justified. A response was given in all cases and every effort will be made to avoid a recurrence.*

<sup>2</sup> *The information provided was deemed correct.*

<sup>3</sup> *According to our records information was sent, but it was claimed not have been received. A copy of the information was resent*

<sup>4</sup> *One case involved an administrative error interpreting the regulations, for which we have apologised. The other case is felt to be unjustified but the case is at yet unresolved.*

<sup>5</sup> *Two cases involved an administrative error resulting in incorrect payment, for which we have apologised. The other case was felt to be unjustified.*

<sup>6</sup> *We wish to thank all those who have made positive comments, which are greatly appreciated by our staff. The new look Annual Benefit Statement for active members has been well received, as have our Pension Surgeries.*

<b>Complaints 2009/2010</b>	<b>5</b>
<b>Compliments 2009/2010</b>	<b>179</b>

**Complaints** <sup>1</sup> were made up as follows:

Challenging information provided <sup>2</sup>	2
Lost Documentation <sup>3</sup>	1
Non-Receipt of Benefit <sup>2</sup>	1
Transfer of Service <sup>4</sup>	1

**Compliments** <sup>5</sup> were made up as follows:

Praise of the overall service	72
Helpfulness of member of staff	53
Informative Documentation (Newsletter/ABS)	20
Courteous/polite staff	15
Prompt response from member of staff	14
Praise of online service	3
Informative Presentation	2

## Comments

<sup>1</sup> Of the 5 recorded complaints, all were deemed to be fully justifiable. A response was given in all cases and every effort will be made to avoid a recurrence.

<sup>2</sup> Where appropriate our practices and procedures have been reviewed to try and ensure there is no further cause for complaint regarding issues raised.

<sup>3</sup> Although this was a justifiable complaint the error was not directly attributable to Pension Services.

<sup>4</sup> Although delays occurred within this department timescales meant that no detriment to the individual's service occurred. Again we will endeavour to tighten the procedure.

<sup>5</sup> We wish to thank all those who have made positive comments, which are greatly appreciated by our staff. A number of members commented that the service has improved greatly over the years.

<b>Complaints 2008/2009</b>	<b>8</b>
<b>Compliments 2008/2009</b>	<b>31</b>

**Complaints** <sup>1</sup> were made up as follows:

Challenges to information provided <sup>2</sup>	6
Unsealed envelope containing confidential information <sup>3</sup>	1
Concern over telephone message left with 3 <sup>rd</sup> party <sup>2</sup>	1

**Compliments** <sup>4</sup> were made up as follows:

Praise of the overall service	2
Helpfulness of member of staff	15
Prompt response from member of staff	9
Informative Documentation (Newsletter/ABS)	3
Informative Presentation	2

## **Comments**

<sup>1</sup> *Of the 8 recorded complaints, all but one were deemed to be fully justifiable, while one was felt to be partly unjustified. A response was given in all cases and every effort will be made to avoid a recurrence.*

<sup>2</sup> *Where appropriate our practices and procedures have been reviewed to try and ensure there is no further cause for complaint regarding issues raised.*

<sup>3</sup> *Although this was out of our control as packing was done by another department, we contacted the third party to ensure this didn't happen again.*

<sup>4</sup> *We wish to thank all those who have made positive comments, which are greatly appreciated by our staff.*

<b>Complaints 2007/2008</b>	<b>30</b>
<b>Compliments 2007/2008</b>	<b>60</b>

**Complaints** <sup>1</sup> were made up as follows:

Late or lack of response to previous enquiry	10
Delay in issuing Annual Benefit Statement <sup>2</sup>	10
Challenges to information provided	8
Lateness or non-receipt of benefits	2

**Compliments** were made up as follows:

Praise of the overall service	18
Helpfulness of member of staff	15
Prompt response from member of staff	9
Informative Newsletter	9
Helpfulness of Annual Benefit Statement	4
Courteous / polite staff	3
Use of the Online Benefit Calculator	2

## **Comments**

<sup>1</sup> *Of the 30 recorded complaints, a number were deemed to be unjustifiable, although a response was given in all cases. Where the complaint was justified efforts will be made to avoid a recurrence.*

<sup>2</sup> *This year we received an increased number of complaints relating to the delay in issuing Annual Benefit Statements.*

*Due to problems of increased workload along with the introduction of the new Local Government Pension Scheme, the computer system required an extensive upgrade. As a result a number of the statements this year were not sent as promptly as we would have wished. Rest assured that every effort will be made to avoid the situation this year. We are required to issue annual benefit statements by 31 March 2009, but we will endeavour to send the majority by the end of 2008. Please help us achieve this by keeping us informed of any change of circumstances such as a new address.*

<sup>3</sup> *Interestingly, in a few cases a complaint was accompanied by a compliment, when the issue was resolved. While we make every effort to provide prompt and accurate information, mistakes do occur. When this happens we will make every effort to rectify the situation to the member's satisfaction.*

*As part of our ongoing commitment to provide an excellent service, we have developed a system to record and monitor complaints and for that matter compliments more accurately.*

<b>Complaints 2006/2007</b>	<b>10</b>
<b>Compliments 2006/2007</b>	<b>21</b>

### **Comments**

Following a Customer Survey in 2005, which accompanied our Annual Benefits Statements, changes to the layout were suggested. As a result the document was revised to make the information clearer.

Newsletter Articles in "In Contact" magazine were in response to suggestions received by our Customer Feedback questionnaire which was enclosed in a previous edition.