

### **Complaint data – 2019/2020**

A dedicated Complaints Manager was appointed in June 2019 and has monthly meetings with the pension administration operational teams to identify service improvements from the lessons learned from the complaints received.

In 2019/2020 LPP received a total of 25 complaints. The complaints have been broken down into categories in to separate categories the split over 4 quarters.

Brent received 6 complaints during Quarter 1 2019/20 (April 2019 – June 2019):

Month	Total	Topic and No. of complaints	% of Complaints Attributed to LPP	% of Complaints Upheld or not
April 2019	1	Delays – 1 Payments - 0 General Service – 0 Regulatory – 0	0% LPP Error	100% Upheld
May 2019	4	Delays – 2 Payments - 2 General Service – 0 Regulatory – 0	0% LPP Error 25% Shared Error	100% Upheld
June 2019	1	Delays – 0 Payments – 0 General Service – 1 Regulatory – 0	100% Shared Error	100% Upheld

66% of complaints received are in relation to incorrect information being given by the previous scheme administrator

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Brent received 4 complaints during Quarter 2 2019/20 (July 2019 – September 2019):

Month	Total	Topic and No. of complaints	% of Complaints Attributed to LPP	% of Complaints Upheld or not
July 2019	1	Delays – 1 Payments - 0 General Service – 0 Regulatory – 0	100 % LPP Error	100% Upheld
August 2019	0	N/A	N/A	N/A
September 2019	3	Delays – 0 Payments – 0 General Service – 3 Regulatory – 0	33.3% LPP Error	33.33% Partially Upheld 33.33% Upheld

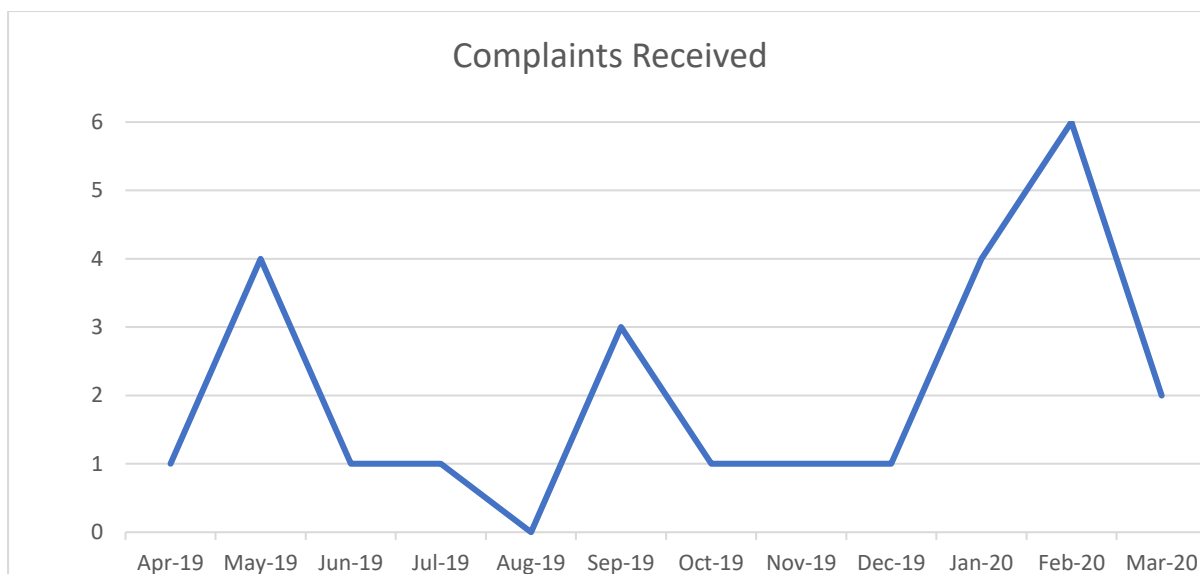
Brent received 3 complaints during Quarter 3 2019/20 (October 2019 – December 2019):

Month	Total	Topic and No. of complaints	% of Complaints Attributed to LPP	% of Complaints Upheld or not
October 2019	1	Delays – 1 Payments - 0 General Service – 0 Regulatory – 0	0% LPP Error	100% Upheld
November 2019	1	Delays – 0 Payments - 1 General Service – 0 Regulatory – 0	0% LPP Error	0% Upheld
December 2019	1	Delays – 0 Payments – 0 General Service – 1 Regulatory – 0	100% LPP Error	100% Upheld

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Brent received 12 complaints during Quarter 4 2019/20 (January 2020 – March 2020):

Month	Total	Topic and No. of complaints	% of Complaints Attributed to LPP	% of Complaints Upheld or not
January 2020	4	Delays – 2 Payments - 0 General Service – 2 Regulatory – 0	25% Shared Error	75% Upheld
February 2020	6	Delays – 4 Payments - 0 General Service – 2 Regulatory – 0	50% LPP Error 16% Shared Error	33% Upheld 40% Partially Upheld
March 2020	2	Delays – 1 Payments – 1 General Service – 0 Regulatory – 0	50% Shared Error	50% Partially Upheld



#### **IDRP data - Brent – 2019/2020**

There were 3 dispute resolutions received during the period 1st April 2019 to 31st March 2020.

Where a member is unsure of their benefit entitlement or has problems with their benefits, the Local Pensions Partnership (LPP) should be contacted. If a member is not satisfied with any decision, they have a right to ask for it to be re-examined under the formal complaint's procedure, which is officially called 'internal dispute resolution procedure'. The formal complaints procedure has 2 stages and full details can be obtained from the LPP by either phone on 01708 952299 or by writing to Local Pensions Partnership, PO Box 1383, Preston, PR2 0WR.

Brent received 3 IDRP cases during April 2019 – March 2020):

Month	Total	Reason for IDRP submission	Level of IDRP	Was IDRP Upheld or Dismissed
June 2019	1	Membership of the pension scheme – investigation showed that member should have been part of TPS and not LGPS	Stage 1	Upheld
September 2019	1	Early Payment of benefits on Ill Health Grounds	Stage 1	Not Upheld

September 2019	1	Service recorded and the calculation of the benefits that were provided	Stage 1	Not Upheld
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### **Complaints Overview**

During the year 19/20 all complaints were captured by the Complaints team to enable LPP to review trends and establish what lessons need to be learned to improve the overall service being provided to members. The majority of complaints received were in respect of historic data issues which pre-date LPP.

LPP monitor complaints regularly, which helps us to gain an understanding of how we can improve the member journey and overall experience. There are a number of areas that are being reviewed as below:

- A review carried out of all letters ensuring that they meet all regulatory guidelines and are understandable to the recipient. i.e. Jargon will be removed
- The new member website will go live during Q3 of 2020/21. Content of the website is currently being reviewed along with the site structure to ensure that it is user friendly and easy to navigate.
- Client reports have been enhanced to provide a broader overview of performance against the service being provided to Brent members and employers
- More in-depth reporting is now available which outlines the customer journey for a range of processes and helps us target the right areas through use of our Engagement team