

LPP

Local Pensions Partnership
Administration

Complaints Board



Committed to excellence



Forward thinking



Doing the right thing



Working together

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COMPLAINTS BOARD

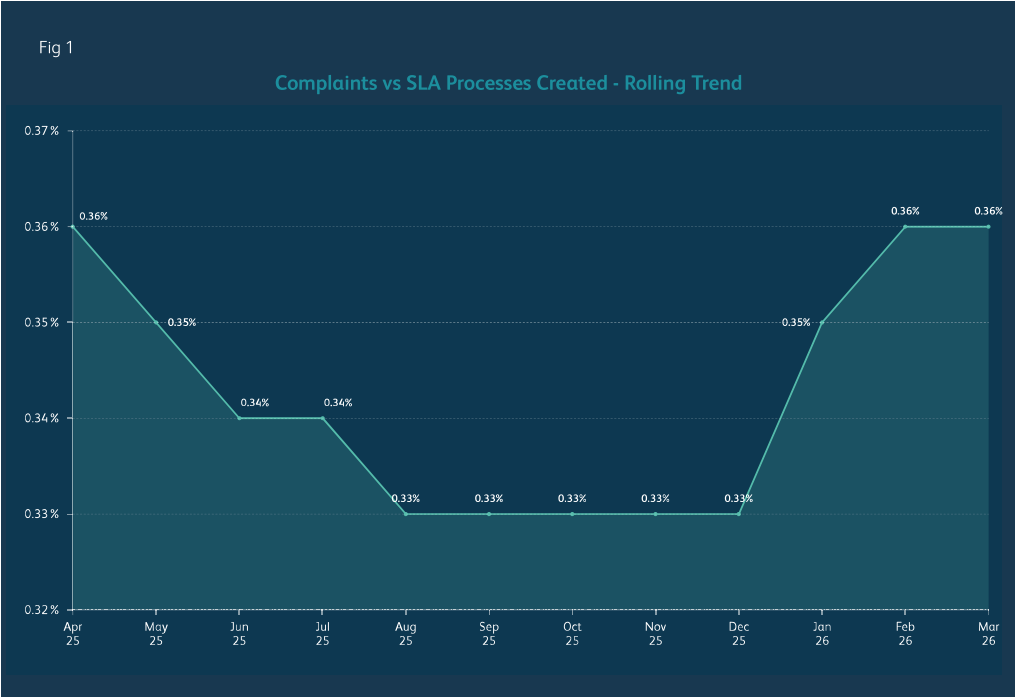
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Complaint Board Overview

Over the past year, the Complaints Board has played a central role in providing oversight and assurance over the LPPA's complaint handling, with a continued focus on governance, learning, and service improvement.

The Board maintained a strong focus on learning from complaints and using insights to drive service improvement. Reviews of complaint themes and root causes informed targeted actions across Member Services and supporting teams, including changes to processes, improved guidance for staff, and communication support for members. Progress against agreed actions was monitored, with an emphasis on reducing recurrence and improving member experience rather than treating complaints in isolation.

Our Board will continue to treat every complaint with fairness and diligence, irrespective of its origin or nature. Whether issues arise from internal processes or external factors beyond our direct control, such as challenges caused by third parties, we will continue to investigate thoroughly and communicate outcomes clearly. Our approach ensures members are heard and actions are taken.



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Complaints Handling Performance

Performance across all LPPA clients demonstrates that at the end of Q4, 0.36 % of SLA processes have resulted in a complaint in the past 12 rolling months (see Fig.1), which remains consistent with the performance across the year. Of the complaints received, 67 % were resolved within 30 days. Owing to the complexity of certain complaints or underlying processes, completion within 30 days is not always possible, however members are kept informed. 99 % of all complaints were acknowledged within two working days.

Key Themes

During Q4, LPPA continued its programme of quality assurance reviews, examining a minimum of 10 % of complaints received. The key themes considered by the Complaints Board remained consistent, with a particular focus on process clarity and the management of member expectations, both in relation to technical processes and system usage.

Activity this quarter has continued to address communication gaps between members, third parties, and LPPA, with an emphasis on ensuring timely and consistent updates throughout the end to end process.

The key area identified in Q4, which spans multiple teams, has been the revision of standard letters and member communications to ensure they are clear and easily understood. This work is ongoing and incorporates recent regulatory changes, The Pensions Ombudsman's newly published Overpayments factsheets, and feedback from the member panel. Progress will continue into 2026/27 in line with the three-year business plan and learnings from complaints and IDRP.

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