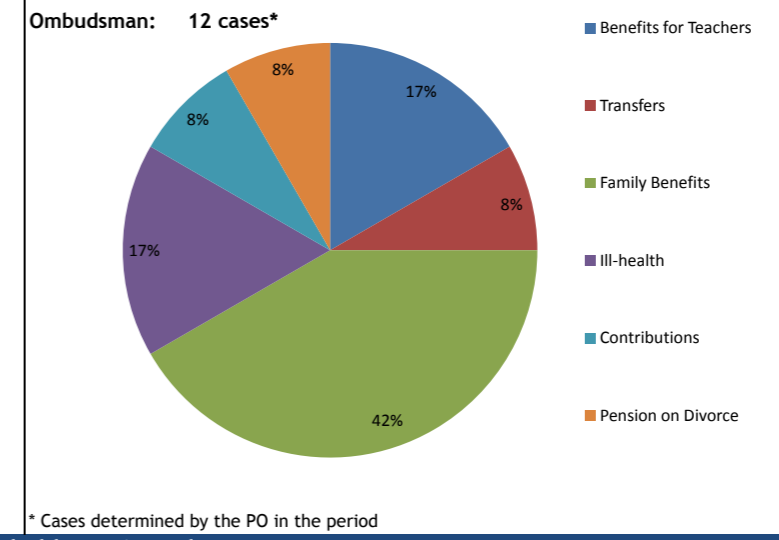
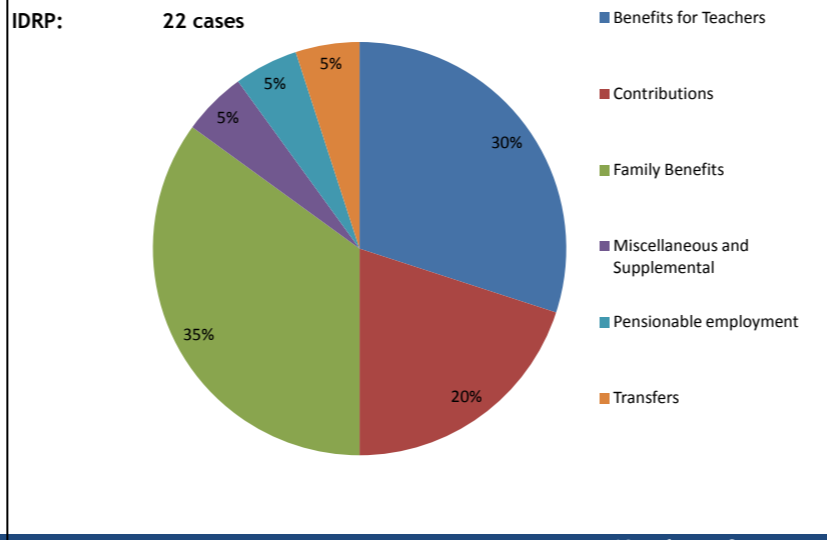
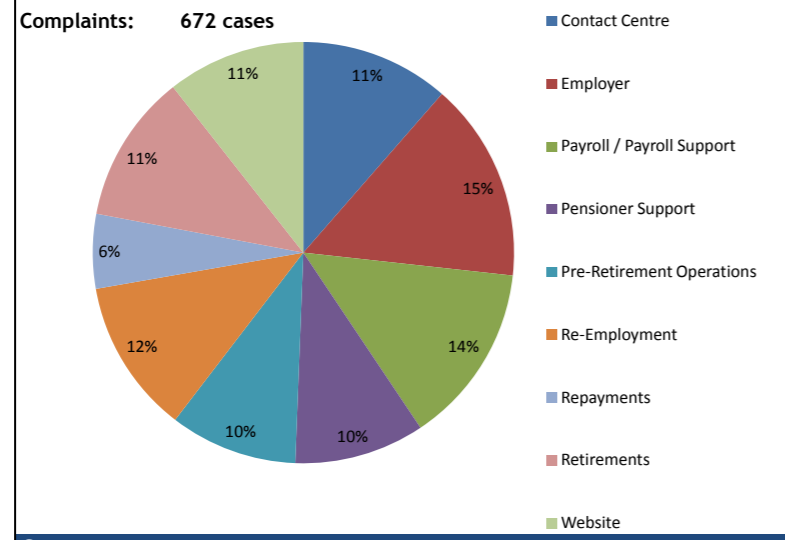


Teachers' Pension Scheme Pension Board - Complaints DASHBOARD

Total number of cases for the period from 1 October 2016 to 31 December 2016

Version 2.0 - 16/02/2016

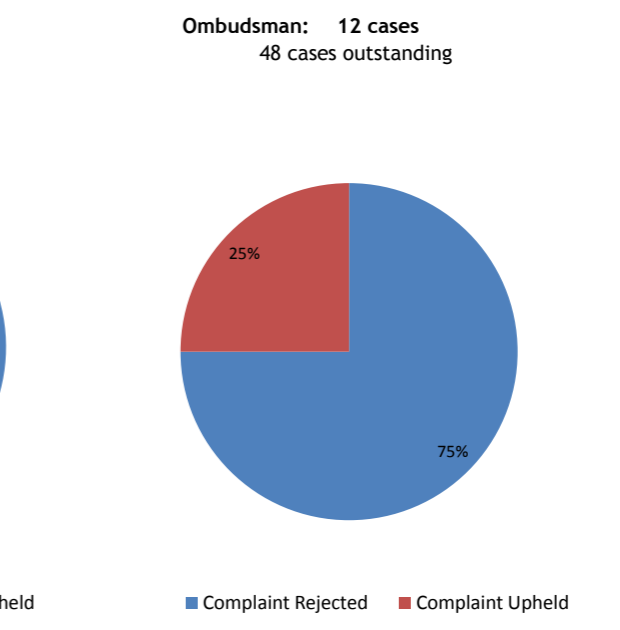
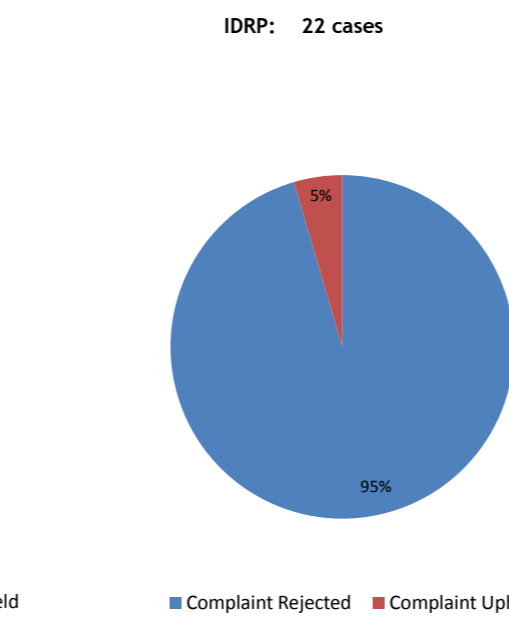
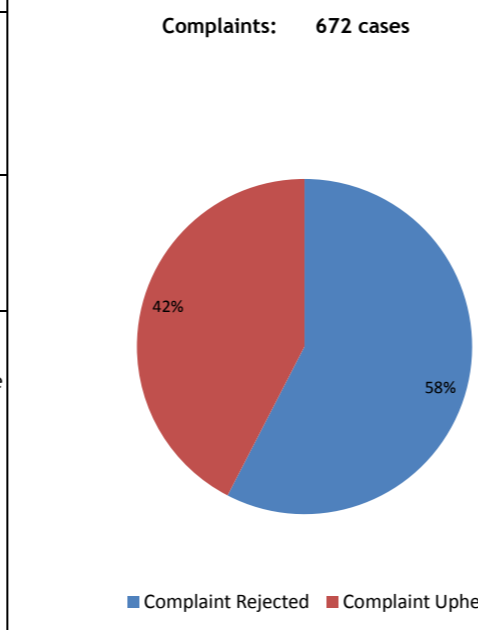


Commentary

Number of cases upheld or rejected

What is driving the complaints?
 Complaints: Overall a 6% reduction compared to last period. There are been an increase in complaints to Pensioners Support as a result of pensions being suspended where a response to the second reminder notice in connections with remarriage/cohabitation was not forthcoming.
 IDRP and Ombudsman: Re-marriage cases (Family Benefits) continue to feature heavily in IDRP cases as complaints filter through to the next stage in the process. Transfer complaints relate to the 12 month deadline to fully complete the transfer

Actions taken and lessons learned?
 The recent court decisions with respect to Webster (statute of limitations) and Brewster (partner nominations) are areas that are being discussed with the policy team at the DfE with a view to shaping administration and policy in the future.



Trend analysis: A 4% swing to complaints being rejected compared to previous period (46% upheld, 54% rejected)

Trend analysis: No significant change compared to previous period (94% and 6% respectively)

Trend analysis: As PO cases take months to progress, trend analysis isn't applicable

