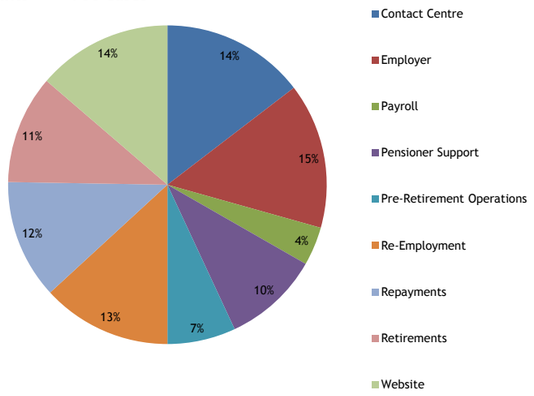
Teachers' Pension Scheme Pension Board - Complaints DASHBOARD

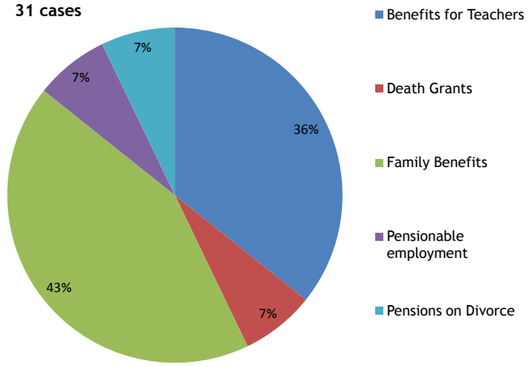
Total number of cases for the period from 1 January 2017 to 31 March 2017

Version 2.0 - 16/02/2016

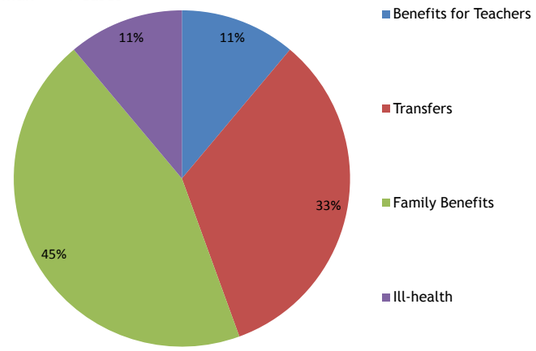
Complaints: 753 cases



IDRP: 31 cases



Ombudsman: 9 cases*



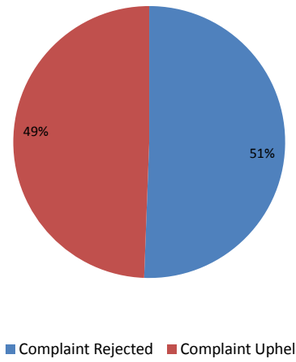
* Cases determined by the PO in the period

Commentary

What is driving the complaints?	**Complaints**: Overall a 12% increase compared to last period. The increase is mostly due to issues with the Contact Centre (see below), and also the suspension of pensions where the recipient had not, after their second reminder letter, returned the re-marriage decalaration. **IDRP and Ombudsman**: Re-marriage (Family Benefits) continues to feature heavily in IDRP cases as complaints filter through to the next stage in the process. Death Grant complaints relate to supplementary (post retirement) death grants.
Actions taken and lessons learned?	The Contact Centre saw a large increase in the volume of calls received in the period, and the average handling time for those calls, resulting in longer queue times and higher abandonment rates. This has been addressed in the short-term by: encouraging members to use the website and secure email to contact us; improved messaging on the IVR; offering after hours call backs; and increased staffing. Further analysis is being undertaken to understand the reasons behind the increase in call volumes (although improved member engagement is clearly a factor), with the aim of improving and increasing the use of the secure web platform to facilitate simple requests, thereby reducing call volumes.

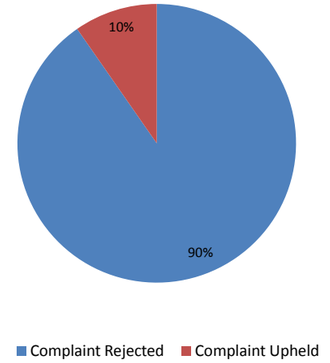
Number of cases upheld or rejected

Complaints: 753 cases



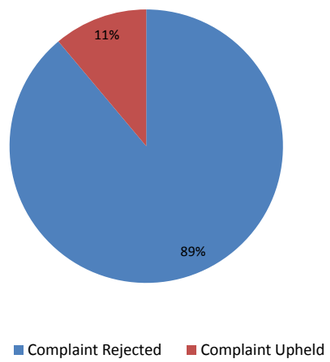
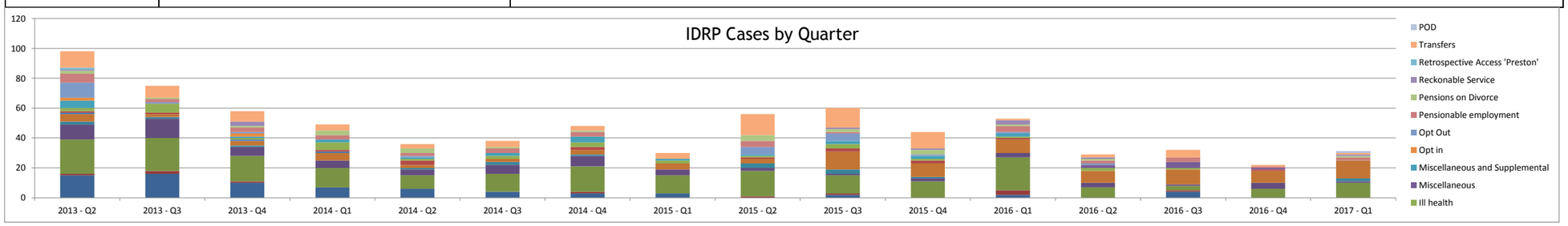
Trend analysis: A 7% swing to complaints being upheld compared to previous period (42% upheld, 58% rejected)

IDRP: 31 cases



Trend analysis: Given the low volumes no significant change compared to previous period (95% and 5% respectively)

Ombudsman: 9 cases
48 cases outstanding



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