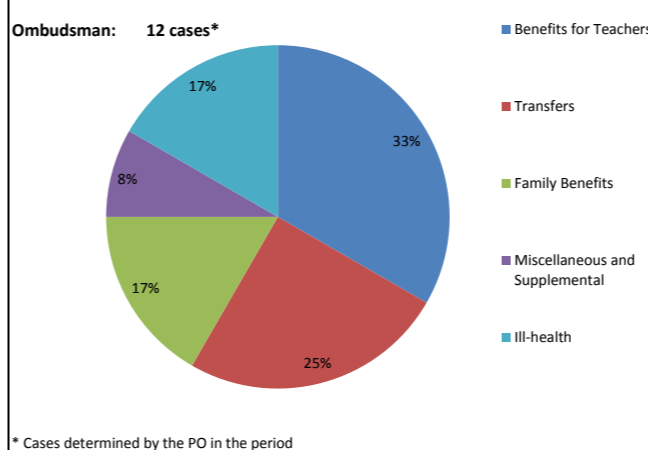
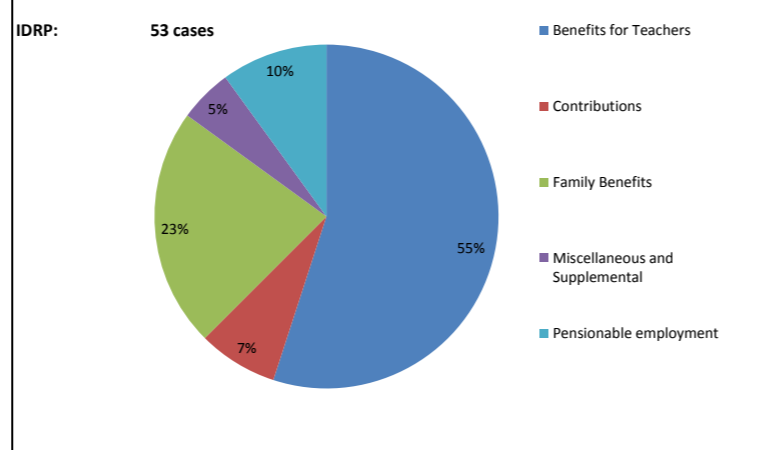
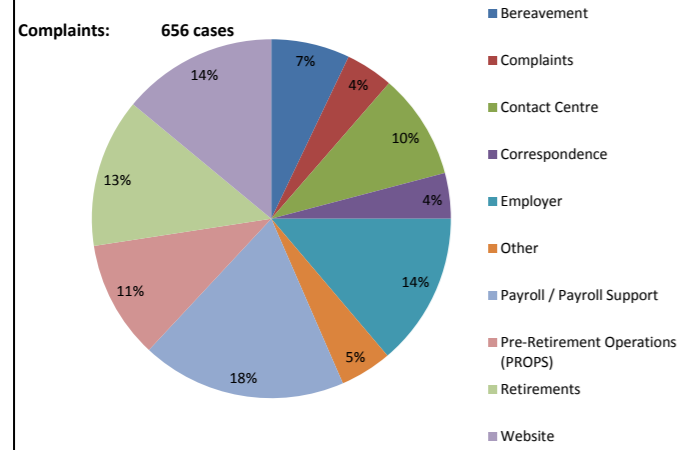


Teachers' Pension Scheme Pension Board - Complaints DASHBOARD

Total number of cases for the period from 1 January 2016 to 31 March 2016

Version 2.0 - 16/02/2016



\* Cases determined by the PO in the period

Commentary Number of cases upheld or rejected

**What is driving the complaints?**  
**Complaints:** A minor reduction compared to the previous period, with the largest fall being in Retirement cases, as complaints resulting from the 1 September 2015 retirements have tailed off.  
**IDRP and Ombudsman:** The drop-off in Transfer cases is again a feature in the IDRP volumes, as it accounted for 24% of cases in the previous quarter. However, there was an overall increase in IDRP cases as complaints arising from the 1 September retirement exercise made their way through the complaints process.

**Actions taken and lessons learned?**  
 From 1 April 2016, a revised dispute process was put in place. Now, when an IDRP case is received, an assessment is made as to whether Teachers' Pensions (TP) have fully answered the original complaint. If not the case is referred back to the Policy and Technical Team (PATT) within TP to provide a comprehensive response to the complaint. This does not affect the right of members to subsequently contact the Department if they wish to appeal the decision.  
 During the quarter, PATT provided training to operations teams and the Department on an updated 'Decisions Document', which outlines the decisions and discretions available to the scheme administrator under the regulations, and the process for applying any such decision.

