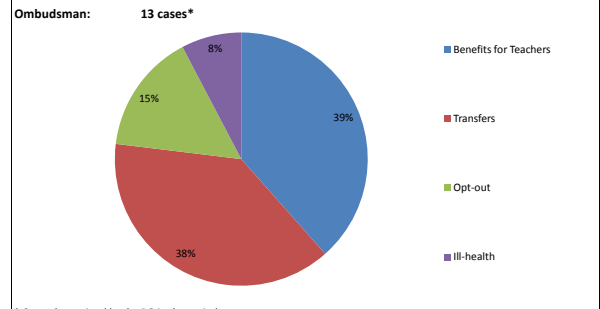
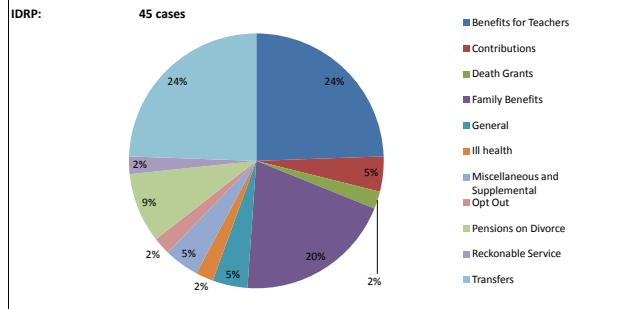
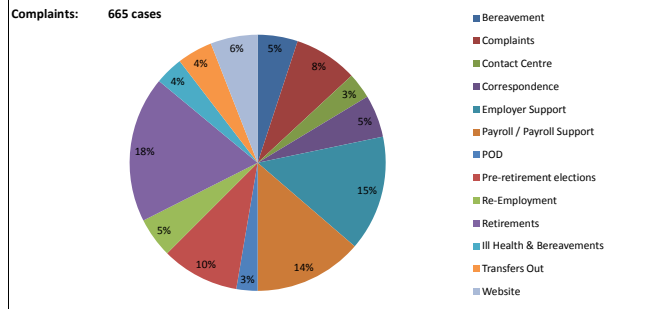


Teachers' Pension Scheme Pension Board - Complaints DASHBOARD

Total number of cases for the period from 1 October 2015 to 31 December 2015

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 10% reduction in complaints compared to previous period (743) generally across all areas with the exception of pre-retirement elections which saw a 4% increase, coinciding with the closure of the window for 1 April transition members to make a buy-out election.

IDRP and Ombudsman: The drop-off in transfer related cases for IDRP continued (the Ombudsman cases completed this month do not relate to the April / Sep 2015 legislation changes on transfers-out).

Actions taken and lessons learned?

PATT will be rolling out a Decisions Document in Q2 2016. This is to improve quality and assurance around decisions taken by the scheme administrator and to ensure that discretions are applied appropriately, consistently and in line with legislation. PATT have also worked with the DfE to introduce a change to the handling of IDRP cases between the two policy teams, with the principal aim being to fully address all aspects of a complaint before it progresses (or not) to the IDRP stage. This will be introduced in April 2016.

The graph below, illustrating IDRP cases over the last 4 years, highlights the general decline in IDRP case numbers over the period. The growth in the last 3 quarters of 2015 can be attributed to specific 'events': transfers-out to DC schemes and the debt prevention re-marriage certificate exercise (Family Benefits). If these themes were to be removed from the figures the overall trend would be a plateauing in the number of IDRP cases over the last 8 quarters.

