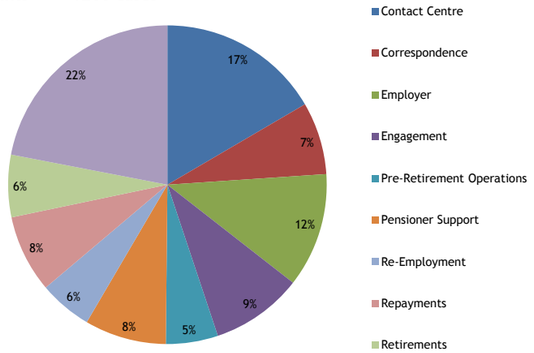
Teachers' Pension Scheme Pension Board - Complaints DASHBOARD

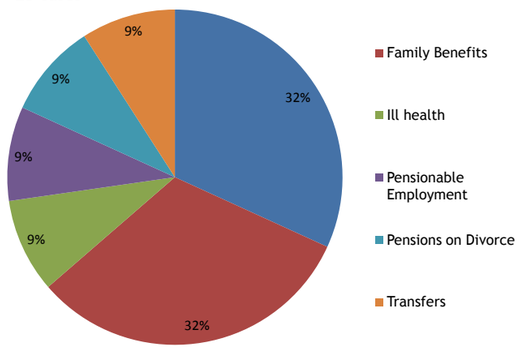
Total number of cases for the period from 1 April 2017 to 30 June 2017

Version 2.0 - 16/02/2016

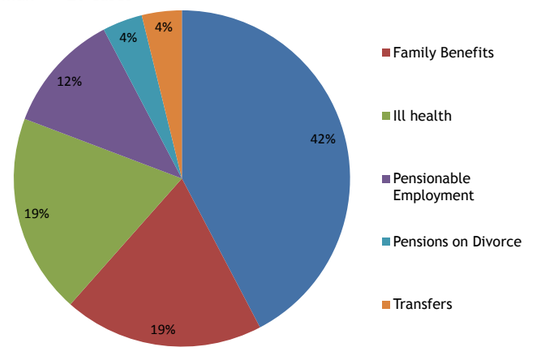
Complaints: 1266 cases



IDRP: 23 cases



Ombudsman: 26 cases*



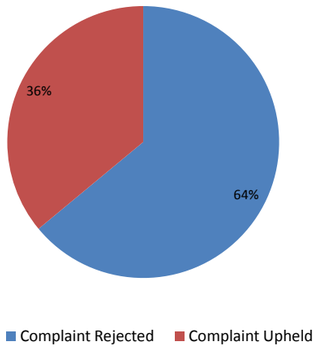
* Cases determined by the PO in the period

Commentary

What is driving the complaints?	**Complaints**: A significant increase in the number of complaints in Q2 v Q1 (68%), unsurprising given the systems issues during the period and reflected by the customer-facing teams (Contact Centre, Engagement (MPO and Website) and Employer Support) bearing the brunt of complaints.
	IDRP and Ombudsman: The volume of re-marriage cases has reduced, albeit we are looking at small overall numbers, and those that have gone through for a final determination by the Ombudsman have not been upheld.
Actions taken and lessons learned?	The system issues are being addressed by the senior management team who continue to liaise with the Department for Education as we seek to provide a longer-term fix to provide improved performance and stability of the underlying platform for the IT systems. Short-term changes implemented to improve service: - New call flow put in place, meaning negligible instances of members getting an engaged tone. - Ensuring members looking to report a death are given priority. - Arranging (limited) call backs for those who can't get through to an operator. - Recruiting additional staff to respond to absence levels (currently in training). We have also initiated a review of our contact centre and digital approach by Capita's Customer Contact division, and are proposing a new 4-tier model for customer contact.

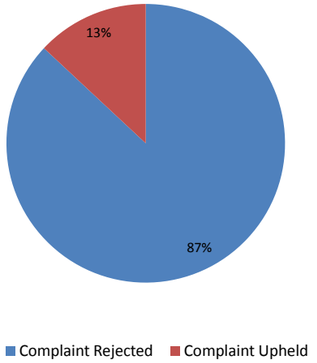
Number of cases upheld or rejected

Complaints: 1266 cases



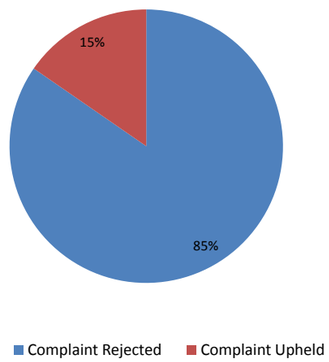
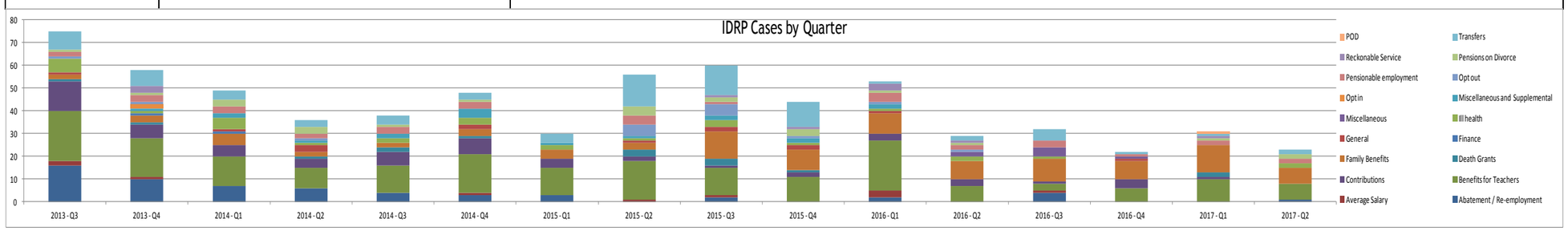
Trend analysis: A 13% swing to complaints being rejected but the volume has significantly increased (49% upheld, 51% rejected)

IDRP: 23 cases



Trend analysis: An minor 3% swing to complaints being upheld, but note that the volume has reduced by 26% (90% rejected, 10% upheld and 31 cases in total)

Ombudsman: 26 cases
51 cases outstanding



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