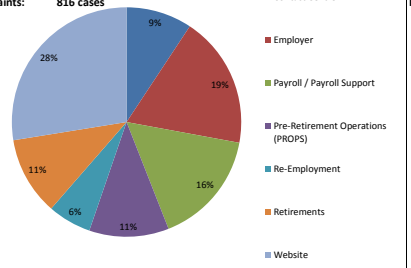
Teachers' Pension Scheme Pension Board - Complaints DASHBOARD

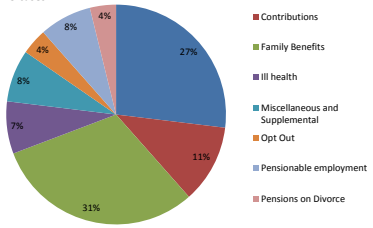
Total number of cases for the period from 1 April 2016 to 30 June 2016

Version 2.0 - 16/02/2016

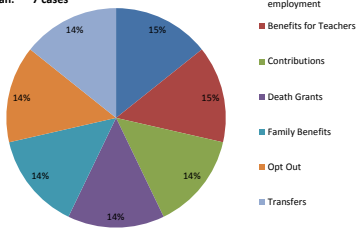
Complaints: 816 cases



IDRP: 29 cases



Ombudsman: 7 cases*



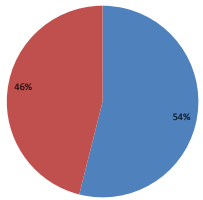
* Cases determined by the PO in the period

Commentary

What is driving the complaints?	**Complaints**: The increase in complaints coincides with the move to online benefit statements and the need to be able to access a My Pension Online (MPO) account to view the statement. As the website has strong security, the number of complaints due to either setting up an MPO account or accessing an existing account has increased (the largest percentage rise by area was for Website which includes MPO). **IDRP and Ombudsman**: The significant reduction in the number of IDRP cases is primarily due to the revised IDRP process we implemented with effect from April 2016. Now, when an IDRP is received, an assessment is made as to whether Teachers' Pensions (TP) have fully answered the original complaint/query. If not, the case is referred back to the Policy and Tehnical Team (PATT) within TP to provide a comprehensive response. These cases are not treated as a formal IDRP. However, this does not affect the right of members to subsequently contact the Department for Education under the formal appeal process.
Actions taken and lessons learned?	The reduction in the number of formal IDRP cases as a result of the new process having been introduced from April 2016 has, naturally, seen an increase in cases referred back to the PATT. 11 cases were referred back to the PATT of which 3 were upheld. The PATT provide feedback to operational teams and individuals where the initial response from TP was, upon review, deemed to be incorrect. It is too early to confirm whether the reduction in the number of formal IDRP cases upheld is due to the new process.

Number of cases upheld or rejected

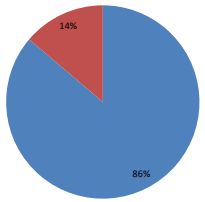
Complaints: 816 cases



Complaint Rejected Complaint Upheld

Trend analysis: A 5% swing to complaints being upheld - to 46% - compared to the previous period

IDRP: 29 cases

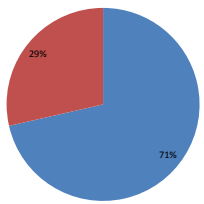


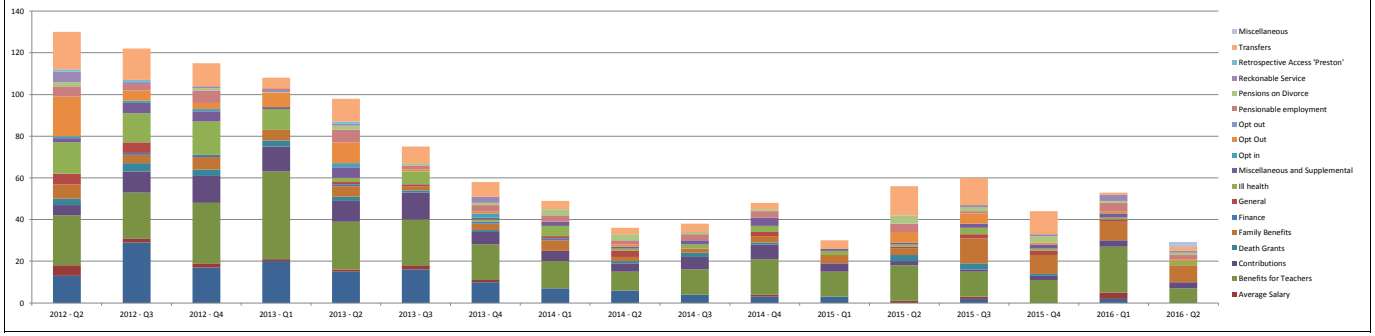
Complaint Rejected Complaint Upheld

Trend analysis: A 12% swing to complaints being rejected - to 86% - compared to previous period.

Ombudsman: 7 cases

62 cases outstanding



Complaint Rejected Complaint Upheld

Trend analysis: As PO cases take months to progress, no trend analysis is available