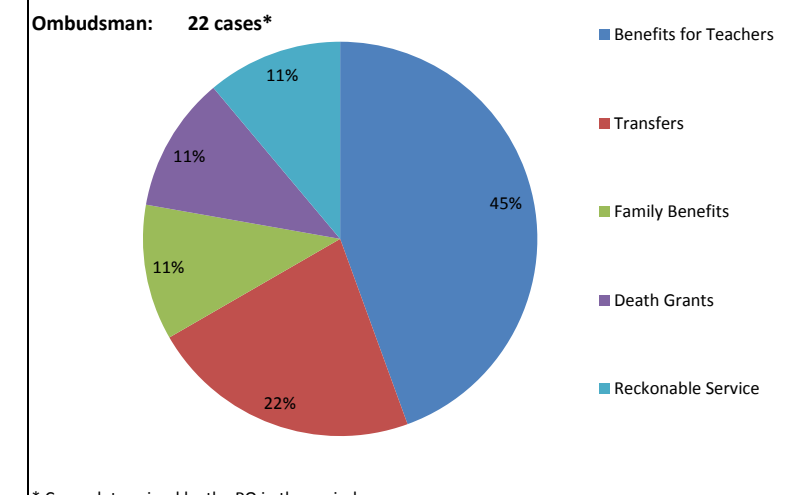
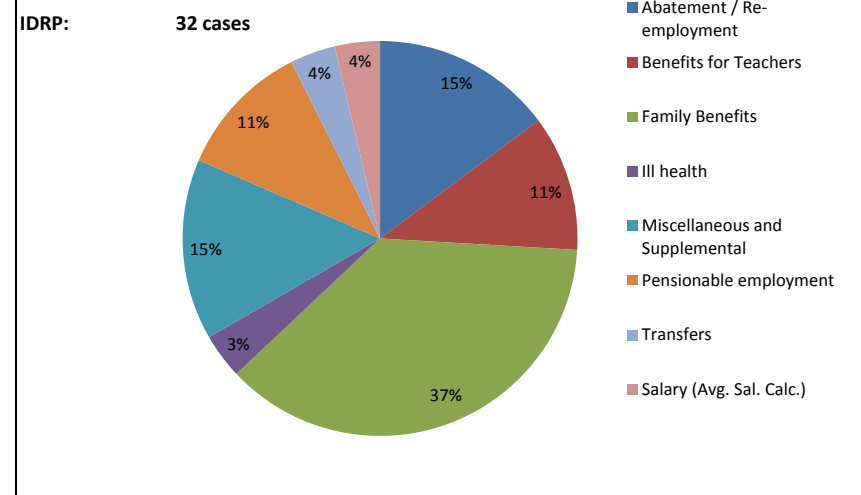
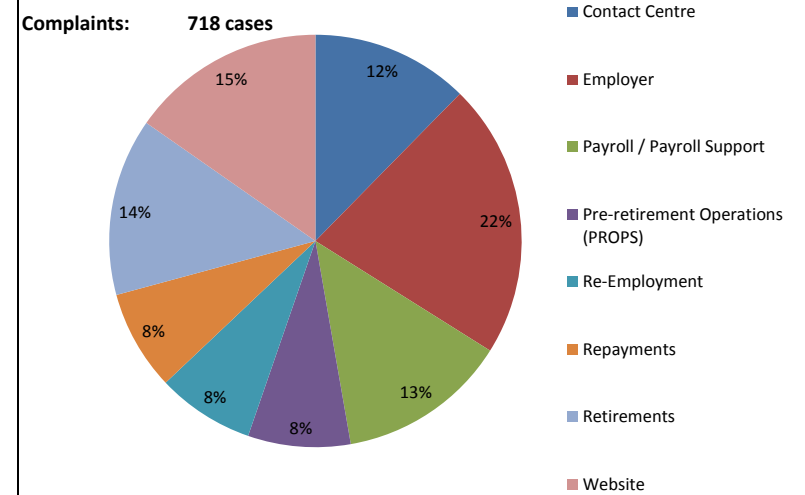


Teachers' Pension Scheme Pension Board - Complaints DASHBOARD

Total number of cases for the period from 1 July 2016 to 30 September 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:** Overall a 12% reduction compared to last period. The percentage rise in Employer complaints arises through increased interaction, as this is the main service return submission period.  
**IDRP and Ombudsman:** Re-marriage cases (Family Benefits) continue to feature heavily in IDRPs as complaints filter through to the next stage in the process. Transfer complaints relate to the 12 month deadline to fully complete the transfer.

**Actions taken and lessons learned?**  
 As the new IDRPs process beds in we expected that fewer cases would be upheld as they have already been reviewed to establish whether the complaint has been fully answered by TP before being confirmed as a 'genuine' IDRPs case. Thus far this is proving to be the case.  
 The recent small increase in IDRPs transfer cases has arisen through member complaints where they have missed the 12 month deadline to complete a transfer-in, rather than simply get the application in on time. Transfer-in forms and literature had been updated but they have been instances of members being given incorrect advice on the subject; consequently further training to reinforce the regulations around transfers has recently been undertaken with the Contact Centre and Correspondence teams.

