

Suffolk Firefighters' Pension Board

23 January 2017

Compliments and Complaints

Background

1. This information is provided to inform the Board of the number of compliments and complaints that are being received from Members in respect of the Pension Administration.

Purpose of today's meeting

2. This is the first report to the Board providing this information. The purpose is to inform the Board of the number, and type, of compliments and complaints received in the Pension Administration Team since the previous Board meeting on 7 July 2016.

Suggested approach

3. To consider contained information and confirm if the Board wish to receive this information, in this format, in future meetings.

Main body of report

4. Since the Board Meeting of 7 July 2016 there have been four compliments received by members of the team. These are cases where the individuals have gone out of their way to thank us for something, rather than the regular words of 'thanks' received daily as part of the day to day communications with customers.
5. These four compliments consisted of thanks for individual help in relation to a members' retirement, thanks from a widower for making the process so easy during a personal appointment, recognition of 'knowledge, experience and willingness to assist is great and helpful' and some thanks from a member who has retired saying they 'are very grateful for all the help and assistance over the years'.
6. During this time there has been one complaint. This was from a member wanting to have information regarding their personal circumstances in respect of the Contributions Holiday. At the time it was not possible to provide this response but the member was advised when they could expect to receive communications from us, following which an administrator would be happy to meet with them.

There have been no new IDRPs (Internal Dispute Resolution Process) complaints, to report.

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