

LPP

Local Pensions Partnership
Administration

Complaints Board



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Forward thinking



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COMPLAINTS BOARD

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Complaint Board Overview

Building upon the foundations established in our initial complaints report, this second quarterly update marks the continued approach to acting on member feedback and complaint resolution. The Complaints Board remains dedicated to critically assessing complaint cases, identifying patterns, and addressing root causes with strategic actions. Over the past quarter, we have maintained our commitment to transparency and learning, ensuring that our recommendations drive real improvements in member experience.

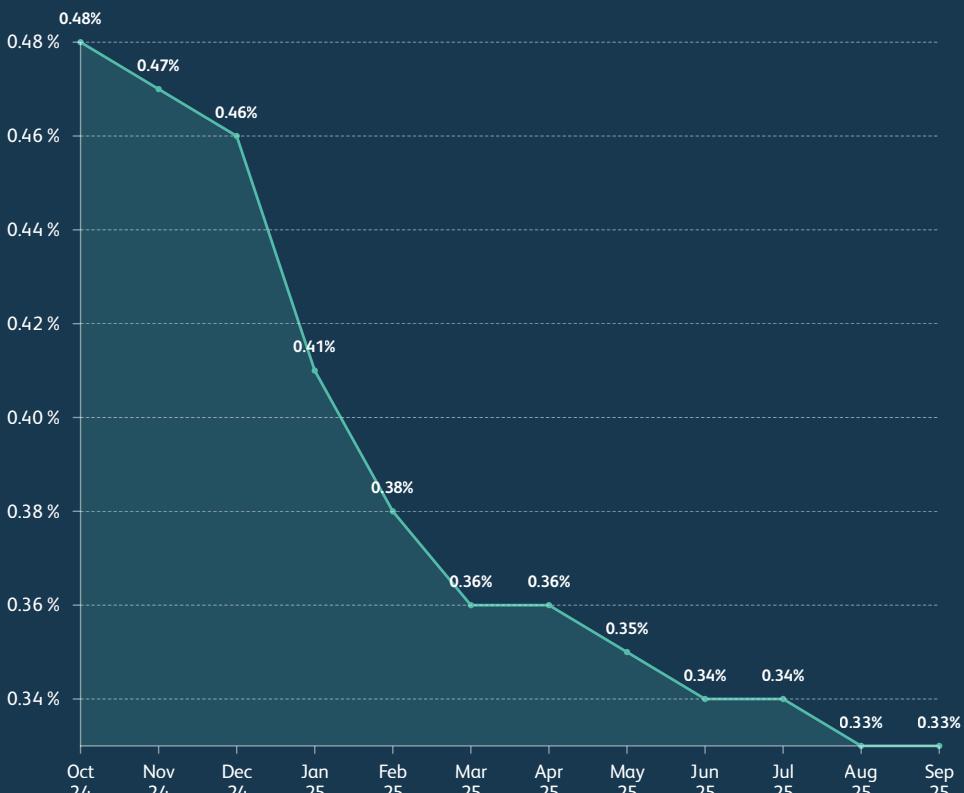
Senior Operations Managers alongside the Technical Appeals lead have attended the board, reviewed a further sample of complaint cases and shared insights that inform our ongoing understanding of the service. The Board continues to oversee both corrective and preventative measures, led and guided by the Head of Member Service from Q3 onwards. Details of these findings, along with progress updates on previously identified themes, are presented in the Key Themes section of this report.

Our Board will continue to treat every complaint with fairness and diligence, irrespective of its origin or nature. Whether issues arise from internal processes or external factors beyond our direct control, such as challenges caused by third parties, we will continue to investigate thoroughly and communicate outcomes clearly. Our approach ensures members are heard and actions are taken.

Complaints Handling Performance

Performance across all LPPA clients demonstrates that at the end of Q2, 0.33% of SLA processes have resulted in a complaint in the past 12 rolling months (see Fig.1), which is slightly down on Q1 (0.34%). Of the complaints received, 70% were resolved within 30 days, and continued focus remains to sustain and improve the good progress in complaint handling times achieved to date. 99% of all complaints were acknowledged within two working days. Whilst this appears to fall below 100%, this was due to our member services team logging and concluding the complaint within 24-48 hours.

Fig 1 Complaints vs SLA Processes Created - Rolling Trend



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Key Themes

During Q2, LPPA sampled at least 10% of all complaints received. The key themes emerging from the complaint board centre on communication gaps between employers, third parties and scheme members, particularly regarding ill health retirements and transfers. Additionally, data exceptions also contributed to member dissatisfaction around ABS for a small proportion of members, despite a high production rate of ABS across membership. Overall, the findings highlight the need for improved employer engagement and earlier intervention to address recurring concerns. In addition, LPPA continue to embed those lessons highlighted in Q1.

No.	Title	Team	Theme identified	Action taken
1	Transfers in/out third-party delays	Transfers	Members faced delays due to delays obtaining information from the third party.	Ongoing dialogue with relevant larger third parties to develop the relationship to resolve cases more promptly.
2	Deferred ill health retirements	Transfers	Lack of understanding and responsibility by employer around ill health retirement and managing member expectations.	To review and improve communication with employers and ensure employers understand their responsibilities.
3	ABS Production	Data	A small number of members complained about not receiving their ABS – this was due to known exception reasons, including where information was outstanding from employers	For future ABS years, work will begin earlier to identify and correct data exceptions, working with employers where required to ensure ABS documents can be produced and we will continue to produce ABS' following exception resolution where possible.

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