

LPP

Local Pensions Partnership
Administration

Complaints Board



Committed to excellence



Forward thinking



Doing the right thing



Working together

COMPLAINTS BOARD

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Complaint Board Overview

The Complaints Board continues to provide governance and oversight of complaints and IDRPs activity across the service, reviewing volumes, trends, and performance to ensure cases are managed fairly, consistently, and within agreed timescales. Senior Operations Managers, together with the Technical Appeals Lead, have contributed to the Board's work by reviewing a sample of complaint cases and sharing insights that enhance our understanding of service performance and opportunities to improve the member journey.

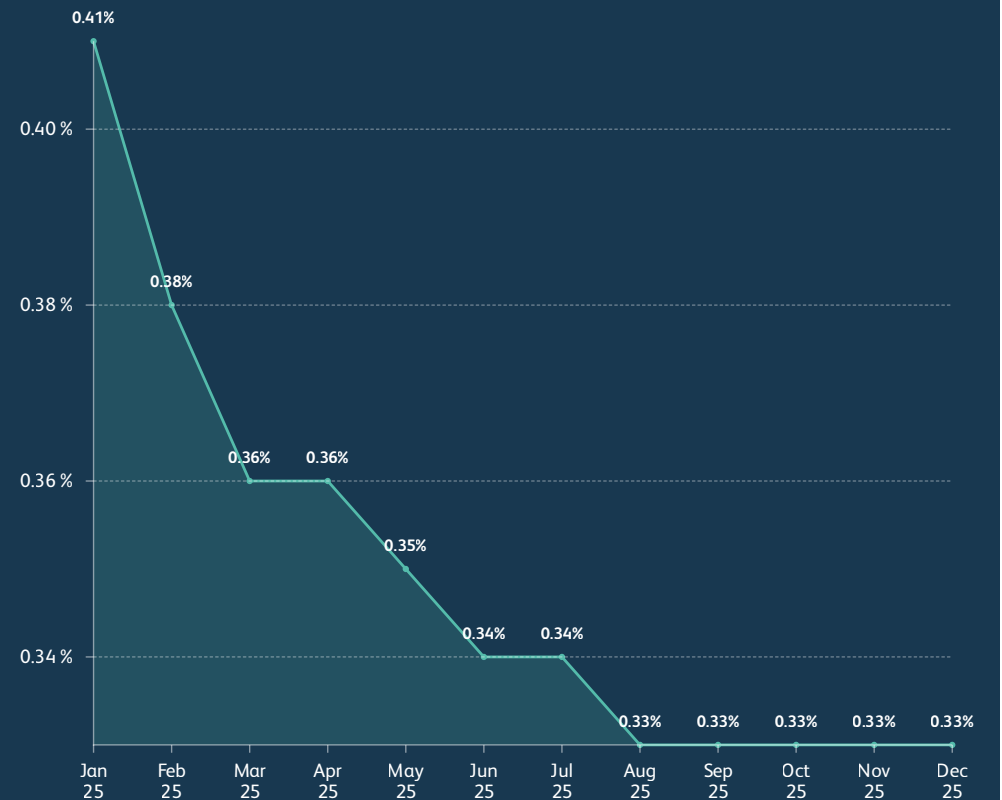
Our Board will continue to treat every complaint with fairness and diligence, irrespective of its origin or nature. Whether issues arise from internal processes or external factors beyond our direct control, such as challenges caused by third parties, we will continue to investigate thoroughly and communicate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

Details of these findings, along with progress updates on previously identified themes, are presented in the Key Themes section of this report.

Complaints Handling Performance

Performance across all LPPA clients demonstrates that at the end of Q3, 0.33% of SLA processes have resulted in a complaint in the past 12 rolling months (see Fig.1), which remains consistent with Q2 performance. Of the complaints received, 66% were resolved within 30 days. Work continues to progress and close cases older than 30 days, ensuring that the strong momentum in complaint handling is maintained. 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 Q3, LPPA reviewed a minimum of 10% of all complaints received, along with a sample of IDRPs. The key themes emerging from the Complaints Board continue to focus on process clarity and the management of member expectations, both in relation to technical procedures and system use. Work is underway to close communication gaps between members, third parties, and LPPA, ensuring all parties remain informed and updated throughout the process.

Overall, the findings point to the need for strengthened escalation routes, earlier intervention to address recurring issues, and targeted process reviews. The actions identified will continue to be progressed into Q4.

No.	Title	Team	Theme identified	Action taken
1	Employer response and escalation	Early Leavers	Lack of reply from employers on cases that are delaying the processing of a deferred or refund, particularly with older cases.	Review escalation process and steps to raise with Employer Engagement Team, or Client to support with receiving responses from employers.
2	Trivial commutation process	Retirements and IDRPs	Clarity of the process for Trivial commutation and managing member expectation.	Instructed a review of the trivial commutation process, review website guidance and letter content.
3	Mimecast access	Contact Centre	Members raised frustration when receiving information via Mimecast and how to use the secure system.	Support and guidance notes updated for members to refer to when receiving an email via Mimecast. Guidance to be added as an FAQ to further assist.

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