

Customer Survey Results - Lincolnshire Members (1st July to 30th September 2016)

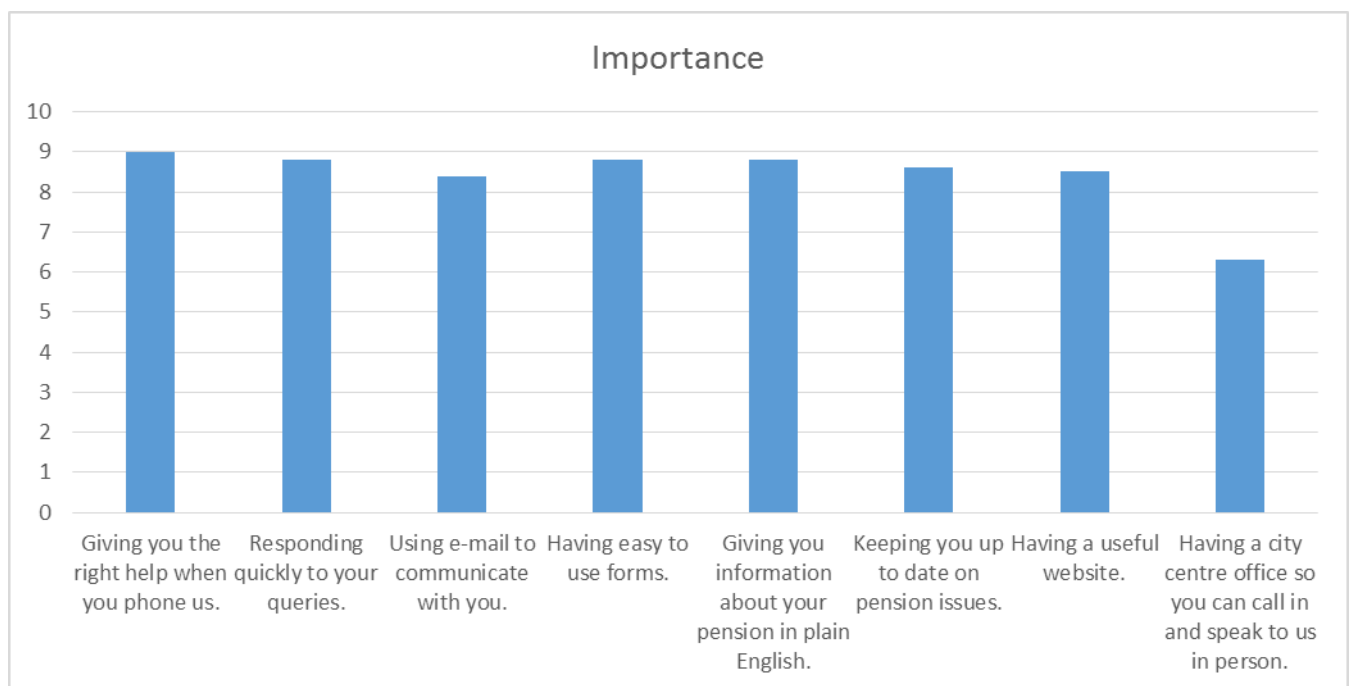
Over the quarter July to September we received **2** online customer responses.

Over the quarter July to September **143** Lincolnshire member's sample survey letters were sent out and **18 (12.58%)** returned:

Overall Customer Satisfaction Score;

July to September 2015	October to December 2015	January to March 2016	April to June 2016	July to September 2016
83.94%	80.16%	80.34%	80.71%	79.55%

The charts below give a picture of the customers overall views about our services;



Sample of positive comments:

Member Number	Comments
8038008	All information was supplied promptly.
8110789	Easy to understand and deal with. I have had limited use of your service so far I have only just joined the pension scheme. Service so far is good.
8108333	Quick to sort out my pension. Forms easy to fill in

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8106303	Poor. Over 10 months to sort pension refund. Emails ignored for quite some time.	<p>The following response has been sent by Anisa;</p> <p>Thank you for completing the customer survey form.</p> <p>I have looked through your record and have noted the following:</p> <p>You joined the pension scheme on 1 March 2015 and opted out of the scheme on 9 June 2015. As this was within 3 months of joining, the pension scheme regulations state pension contributions need to be refunded via the employer.</p> <p>Unfortunately, your employer deducted 4 months of contributions therefore the refund needed to be paid by the West Yorkshire Pension Fund (WYPF).</p> <p>You made initial contact with WYPF regarding claiming a refund of contributions on 9 November 2015. Details of you leaving the scheme were requested immediately from your employer and reminders were routinely sent until we received all the information on 7 April 2016. A refund quote was calculated and sent to you on the same day. We received your refund option form on 3 May 2016 and this was processed and released for payment on 5 May 2016.</p> <p>The WYPF administers the local government pension scheme and relies on the information from employers to calculate benefits and entitlements. I appreciate there was a considerable delay in calculating the refund owed to you. Unfortunately this was due to the delay in receiving details from your employer.</p> <p>Please accept my sincere apology for the inconvenience this has caused you.</p>