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| <u>Committee and date</u> Pensions Board 5 February 2016 10.00am |
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| <u>Item</u> <u>Public</u> |
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Pension Related Complaints

Responsible Officer Rebecca Purfit

Email: rebecca.purfit@shropshire.gov.uk

Tel: 01743 254457

1. **Summary**

The report provides Pension Board members with a summary of the number of pension related complaints and outcomes in 2015/16. Please note this report does not include formal appeal cases made under the Internal Dispute Resolution Procedure (IDRP) these cases are reported formally in the Funds Annual Report.

2. **Recommendations**

Members are asked to note the position as set out in this report.

REPORT

3. **Risk Assessment and Opportunities Appraisal**

3.1 **Risk Management**

By ensuring the guidance and legislation mentioned in this report is followed and adhered to risks to the Fund are minimised.

3.2 **Human Rights Act Appraisal**

The recommendations contained in this report are compatible with the Human Rights Act 1998.

3.3 **Environmental Appraisal**

There is no direct environmental, equalities or climate change consequence of this report.

3.4 **Financial Implications**

None

4. **Number of complaints received in 2015/16:**

A total of 3 complaints were received during this period. All 3 complaints were resolved at first point of contact none became formal appeals.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Cabinet Member (Portfolio Holder)

NA

Local Member

NA

Appendices

NA