

Committee and date

Pensions Board

25 July 2016

10.00am

ItemPublic**Pension Related Complaints****Responsible Officer** Rebecca PurfitEmail: [rebecca.purfit@shropshire.gov.uk](mailto:rebecca.purfit@shropshire.gov.uk)

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**1. Summary**

The report provides Pension Board members with a summary of the number of pension related complaints since 5 February 2016 (last board meeting).

**2. Recommendations**

Members are asked to note the 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 last quarter:**

**4.1** No complaints were received during this period.

**4.2** There was one stage 2 appeal under the Internal Dispute Resolution Procedure (IDRP) which was reported to the Pensions Committee in June 2016 as an exempt paper.

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| <b>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</b> |
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| <b>Cabinet Member (Portfolio Holder)</b> |
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| <b>Local Member</b> |
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| <b>Appendices</b> |
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