Pensions Complaints/Compliments Analysis 2017/18

Month	Number of new cases	Compliment	Delay	Correspondence not received /wrong address	Charges /fees	Non-receipt of pension /late payment	ABS error	Incorrect figures /information	Unhappy with regs	Abatement	User error/HOL or website	Member expectations not met	Dispute over amount
April	7	1	3	1	0	1	1	0	0	0	0		
May	7	0	3	0	0	1	0	3	0	0	0		
June	11	1	7	0	0	1	0	2	0	0	0		
July	12	0	10	0	0	0	1	0	1	0	0		
August	7	0	5	0	0	0	0	2	0	0	0		
September	8	0	5	0	0	1	2	0	0	0	0		
October	9	0	6	0	0	0	0	0	0	0	3		
November	22	0	16	0	0	1	2	1	0	2	0		
December	9	1	6	0	0	1	0	1	0	0	0		
January	6	0	3	2	1	0	0	0	0	0	0		
February	10	0	5	0	0	0	0	1	1	0	0	2	1
March	3	1	2	0	0	0	0	0	0	0	0	0	0
Totals	111	4	71	3	1	6	6	10	2	2	3	2	1

Pensions Complaints Analysis 2018/19

Month	Number of new cases	Compliment	Delay	Correspondence not received /wrong address	Charges /fees	Non-receipt of pension /late payment	ABS error	Incorrect figures /information	Unhappy with regs	Abatement	User error/HOL or website	Member expectations not met	Dispute over amount
April	9		4	1		1	1	1			1		
May	15	3	8	1		1					1	1	
June													
July													
August													
September													
October													
November													
December													
January													
February													
March													
Totals	24	3	12	2	0	2	1	1	0	0	2	1	0