

Customer Survey Results - Lincolnshire Members

(1st January to 31st March 2019)

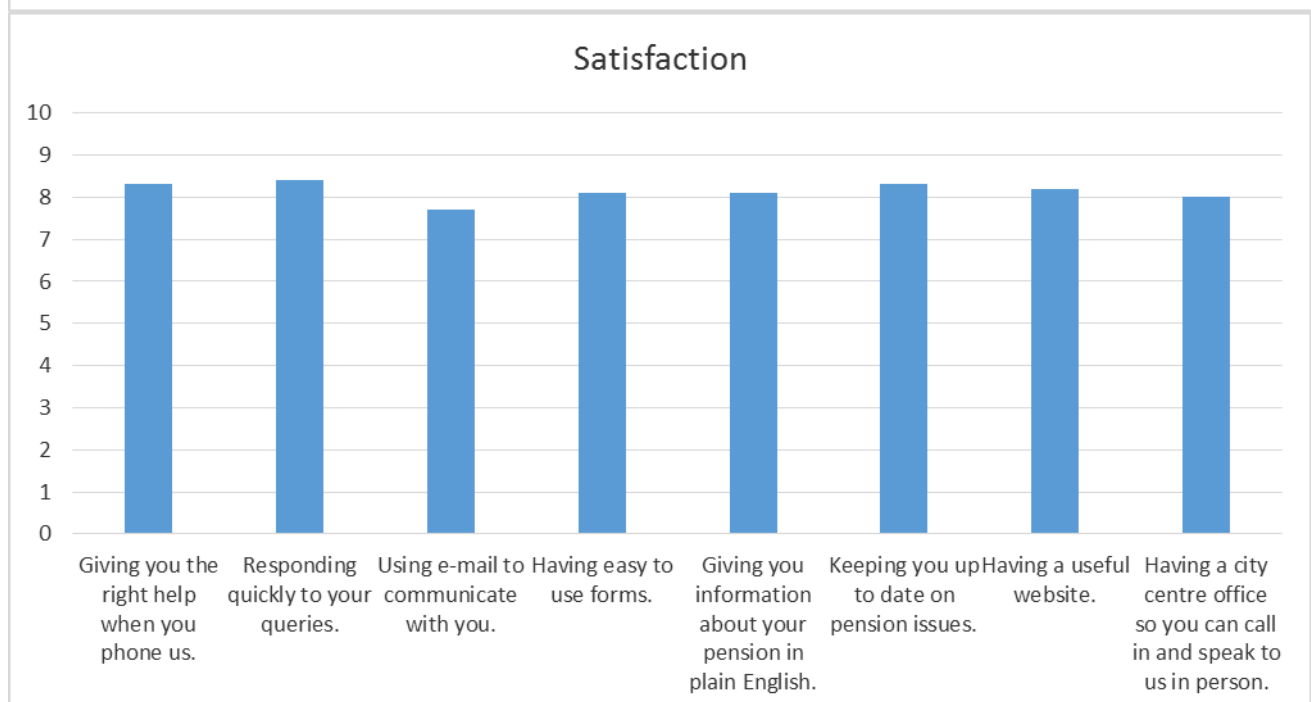
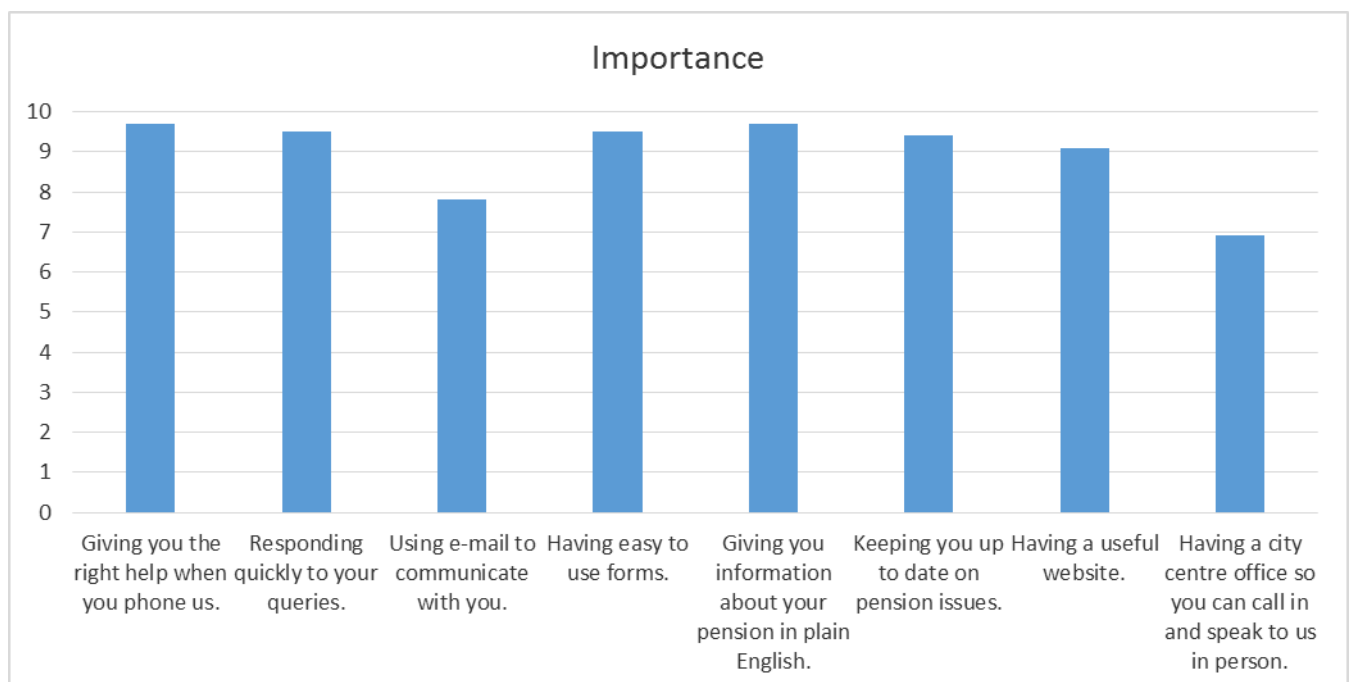
Over the quarter January to March we received **1** online customer response.

Over the quarter January to March **163** Lincolnshire member's sample survey letters were sent out and **23 (14.2%)** returned:

Overall Customer Satisfaction Score;

January to March 2018	April to June 2018	July to September 2018	October to December 2018	January to March 2019
87.4%	72.1%	81.6%	81%	81.3%

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



Sample of positive comments:

Member Number	Comments
8088034 (Phone Call)	She only phoned to say a huge thank you to the Retirements team for processing her retirement on short notice she is extremely happy and wanted to thank everyone involved in her retirement!
8052701	I am very happy with the service provided to me by WYPF. Prompt, reliable information delivered on time.
8091560	Staff very polite and helpful but some confusion over technical issues. On the whole positive.
Online	Quick response by email and by letter. Helpful, professional and quick response by email, and a pension estimate sent out very quickly to my home address. Thank you.

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8088075	Appalling time consuming, blunt correspondence, not concerned and not polite	<p>Response sent by Kate G</p> <p>Thank you for taking time to complete and return our customer survey.</p> <p>I am sorry that you feel we have not provided an adequate level of service to you. I have reviewed your record and have to agree that some of the responses could have been more polite and informative. This is not the level of service we aim to provide to our members.</p> <p>Unfortunately your former employer and their various payroll providers did not inform us that you had opted out and subsequently have had difficulty in supplying data which ultimately lead to the delays in dealing with your case. Thankfully your case has now been resolved.</p> <p>Please accept my I apologies for any distress or inconvenience caused.</p>
8077907	Abrupt, impersonal and not what I wanted to hear.	<p>Response sent by Dipika</p> <p>Thank you for the comments you have made on the customer service questionnaire recently sent to you. You advised the member of staff you spoke to was abrupt, impersonal in their manner and not what you wanted to hear.</p> <p>Firstly I am sorry that you received this kind of service and I regret any frustration that the experience has caused you. I have reviewed your case and passed your comments to the individual's Line Manager.</p> <p>With regards your request to not receive a pension in respect of this post. As you were over the age of 55 and the reason for leaving stated by your employer</p>

		<p>was 'redundancy', the Local Government Regulations state, in these circumstances you must be awarded a pension benefits, there is no option to defer.</p> <p>Once again, I am very sorry for the upset this has caused you.</p>
8108411	<p>From filling in the forms to its money going to my account was very good.</p> <p>Talking 6 months to sort out my pension I think its little long.</p>	<p>Response sent by Dipika</p> <p>Thank you for taking the time to complete and return the customer service form. I am sorry that you are not completely happy with the service that West Yorkshire Pension Fund has provided.</p> <p>West Yorkshire Pension Fund has established time limits for dealing with all aspects of members' benefits, but these time limits can only begin once the necessary details have been received from all sources. Unfortunately, the length of time taken by employers to provide information is out of WYPF control.</p> <p>I have gone through your file. The reason for the delay in your case was due to you having multiple posts with Lincolnshire CC and your former employer, Lincolnshire CC, not supplying the relevant information in a timely manner to process your case.</p> <p>Once WYPF had received all the relevant information your benefits were calculated within the time limits that we have set.</p> <p>Once again please accept my apologies for any inconvenience caused by this matter.</p>