



## **LOCAL PENSION BOARD**

**24 FEBRUARY 2022**

|                      |                                                      |
|----------------------|------------------------------------------------------|
| <b>REPORT TITLE:</b> | <b>COMPLAINTS POLICY FOR MERSEYSIDE PENSION FUND</b> |
| <b>REPORT OF:</b>    | <b>DIRECTOR OF PENSIONS</b>                          |

### **REPORT SUMMARY**

This report provides Board Members with a copy of a report on the introduction of a 'Complaints Policy' for Merseyside Pension Fund taken to Pensions Committee since the previous Board meeting.

### **RECOMMENDATION/S**

The Local Pension Board notes the report and considers the implications for Merseyside Pension Fund (MPF).

## **SUPPORTING INFORMATION**

### **1.0 REASON FOR RECOMMENDATION/S**

- 1.0 There is a requirement for Members of the Board to be informed and consulted on the development of Fund policies as part of their role in supporting the Scheme Manager.

### **2.0 OTHER OPTIONS CONSIDERED**

- 2.1 This is the most appropriate option for informing the Local Pension Board of legislative, industry and Fund developments.

### **3.0 BACKGROUND INFORMATION**

- 3.1 This report informs Board Members of the introduction of a 'Complaints Policy' intended to formalise and enhance the operational practice adopted by Merseyside Pension Fund in responding to complaints. This policy outlines the methods and timeframes for recording, investigating, and implementing corrective actions in dealing with complaints from members, employers and other stakeholders.

### **4.0 FINANCIAL IMPLICATIONS**

- 4.1 There are none directly arising from this report. The accompanying report sets out the financial implications for the Local government Pension Scheme (LGPS) and MPF.

### **5.0 LEGAL IMPLICATIONS**

- 5.1 There are none arising from this report. All complaints will be handled confidentially, sensitively, and in compliance with relevant data protection requirements as prescribed by the Data Protection Act 2018.

### **6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS**

- 6.0 As set out in the accompanying report.

### **7.0 RELEVANT RISKS**

- 7.1 A failure to involve the Board in the development of Fund policies could hinder the Board in the discharge of its duties.
- 7.2 Ineffective management of complaints may result in censure by the Pensions Regulator requiring a formal, resource intensive service improvement plan.

### **8.0 ENGAGEMENT/CONSULTATION**

- 8.0 The policy has been considered by the Local Pension Board.

### **9.0 EQUALITY IMPLICATIONS**

9.1 DLUHC and the Scheme Advisory Board undertake equality impact assessments regarding the provisions of the LGPS Regulations and the long-term cost efficiency of Scheme funding arrangements.

## 10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

10.1 There are none directly arising from this report.

## 11.0 COMMUNITY WEALTH IMPLICATIONS

11.1 There are none directly arising from this report.

**REPORT AUTHOR:** **Yvonne Murphy**  
(Head of Pensions Administration)  
Telephone: (0151) 242 1333  
email: [yvonnemurphy@wirral.gov.uk](mailto:yvonnemurphy@wirral.gov.uk)

## APPENDICES

Appendix 1 – MPF Complaints Policy report  
Appendix 2 - Complaints Policy

## BACKGROUND PAPERS

**The Pensions Ombudsman – Dealing with complaints**

<https://www.pensions-ombudsman.org.uk/responding-complaint>

**The Pensions Regulator – Report concerns about your workplace pension**

<https://www.thepensionsregulator.gov.uk/en/contact-us/scheme-members-who-to-contact/report-concerns-about-your-workplace-pension>

## SUBJECT HISTORY (last 3 years)

| Council Meeting | Date |
|-----------------|------|
|                 |      |