

Date Received	Summary of complaint	Current Position/ Outcome	Response
03/05/2023	Appeal against employer regarding tier of ill health retirement awarded	Referred back to employer for reconsideration.	Ill health pension being stopped
07/07/2023	Appeal against employer regarding ill health retirement being declined	Referred back to employer for reconsideration.	Ill health granted and back dated
21/09/2023	Complaint about GAYE deductions not being paid to the charity account	Appeal partially upheld.	Issues were caused by both NYC & CAF. Outstanding payments made and reposit sent. CAF allocated monies so now up to date and NYC process improved.
21/09/2023	Appeal against employer regarding ill health retirement being declined	Interim COO at employer provided a stage 1 response.	Ill health early retirement declined
29/09/2023	Complaint against Pru for not transferring AVCs from ERPF to NYPF following interfund.	Raised complaint directly with Pru on member's behalf.	Pru confirm transfer completed in June but IT issue meant value not reflected in total Fund value. Error now corrected & full fund value of £13k now correctly showing. Compensation payment of £1,400 made to member
13/11/2023	Appeal against employer regarding tier of ill health retirement awarded	Referred back to employer for reconsideration.	Outcome from employer review outstanding
13/11/2023	Appeal against employer regarding tier of ill health retirement awarded	Referred back to employer for reconsideration.	Outcome from employer review outstanding
13/02/2024	Complaint against Pru for mis-management of AVC funds.	Raised complaint directly with Pru on member's behalf.	Final resolution from Pru still outstanding