

CYNGOR SIR POWYS COUNTY COUNCIL

Pensions and Investment Committee
11th March 2022

REPORT BY: Head of Finance

SUBJECT: Compliments and Complaints Policy

REPORT FOR: Approval

1 Introduction

- 1.1 The Powys Pension Fund currently has a compliments, complaints and disputes [web page](#) which provides basic guidance and support to scheme members on those matters.

2 Background

- 2.1 As part of the continuing efforts to improve the quality of service provided to the Fund's stakeholders, a formal policy has been developed, which is attached for comment and approval.
- 2.2 This has been reviewed by the Pensions Board and their comments incorporated accordingly.

3 Conclusion

- 3.1 Committee is asked to approve the content of the Compliments and Complaints Policy and provide any comments ahead of publication.

Recommendation:		Reason for Recommendation:	
To approve the Compliments and Complaints Policy		As per the report	
Person(s) To Action Decision:	Pension Fund Manager		
Date By When Decision To Be Actioned:			
Relevant Policy (ies):	N/A		
Within Policy:	N/A	Within Budget:	N/A
Contact Officer Name:	Tel:	Fax:	Email:
Chris Hurst	01597 827640	01597 826290	churst@powys.gov.uk

Relevant Portfolio Member(s):	Councillor Aled Davies
Relevant Local Member(s):	

