

Employee Services Centre

Pensions Office – Customer Service Standards

With effect from 1 November 2010

Customer Interaction	Customer Service Standard – What we will do
Correspondence	In accordance with Corporate Standards all written correspondence will be acknowledged within 5 working days and email correspondence will be automatically acknowledged on receipt of email.
Complaints	Complaints will be acknowledged within 5 working days and a full response to the complaint will be provided within 20 days in accordance with Corporate Standards. Reporting of complaints is provided to the ESC Head of Service on a weekly basis.
Telephone	Telephone calls will be answered within 4 rings in accordance with Corporate Standards.
Face to face	When a customer visits the ESC without an appointment they will not be kept waiting for longer than 20 minutes to see a member of staff. If a customer visits the ESC with an appointment they will be seen at the agreed time in accordance with Corporate Standards.
Customer Engagement	The Nest Egg magazine will be produced twice a year and distributed to members. The Nottinghamshire Pension Fund website will be regularly updated (www.nottspf.org.uk)

Pension Procedures	Customer Service Standard – What we will do
Interfunds LGPS	Interfunds will be processed within 6 months of receipt of correspondence.
Transfers In and Out	Inform member of what their transfer-in buys within 2 months of request. Quote transfer-out value within 3 months of request by member. Quote cash equivalent for divorce case within 3 months of request. Pay over transfer value within 6 months of request.
Deferred Benefits	Provide member with a statement of their deferred benefits within 2 months.
Normal and Early Retirement Benefits	Calculate and pay retirement benefits within 1 month of retirement date.
Death	Advise family of death benefits and pay within 2 months. *Dependant on Probate.
Refunds	Refunds will be processed within 1 month of receipt of correspondence.