

WPP's Complaints Policy

Introduction

1. This policy applies to the Constituent Authorities (“CAs”) of the Wales Pension Partnership (“WPP”) who are effectively the clients of the WPP. This definition includes pension committees and pension boards representing the CAs in respect of any services provided by the WPP.
2. This policy does not extend to any parties that do not receive a service directly from the WPP. For example, Scheme members or employers do not have a direct relationship with the WPP and should raise any issues directly with their own LGPS fund.
3. This policy relates solely to WPP operational matters and service quality matters. The WPP has its own governance structure, framework and policies designed to ensure transparency and fairness. Any concern regarding matters of policy or strategy by a CA should be raised through the appropriate governance body in accordance with the Inter Authority Agreement and not under this policy.
4. The Inter Authority Agreement (“IAA”) is the legal framework which sets out the relationships between the CAs, including such matters as the operation of the key governance bodies. The IAA contains a section on the Alternative Dispute Resolution which sets out the process under which any dispute between the CAs in relation to matters covered by the IAA will be resolved. The IAA is ultimately the legal underpinning of the WPP and any complaints or disagreements concerning matters within the IAA should be resolved with reference to the Alternative Dispute Resolution. Nothing in the Complaints Policy overrides any provision of the IAA.
5. Any complaint about a service provider to WPP is not covered by this policy. Any such complaint are contractual matters and will be handled on behalf of the WPP by the Host Authority (HA).

Stage 1: informal resolution

6. It is usually preferable to resolve concerns at the first opportunity and without recourse to formal processes. Any complaints should, in the first instance, be directed to the HA for informal investigation. The HA will look into the matter, seek to resolve it and consider how the matter can be avoided in future. In carrying out this stage the HA may call upon any support it deems relevant. This may include, but is not limited to, employees of the HA or external support. A response will, normally, be issued within 10 days, however, if this is not possible the complainant will be informed of a revised timescale for a response.
7. In some cases, it will not be possible to resolve a complaint informally either because the HA does not have the authority to resolve the issue or the complainant remains unsatisfied. Such cases will be considered under Stage 2 formal resolution.

Stage 2: formal resolution

8. Where the complaint relates to a subject that is within the powers of the Officer Working Group (“OWG”) as set out in the IAA, then Stage 2 will be considered by a sub-group of the OWG. The OWG will decide the composition of the sub-group but it must not contain any member, nor involve the input of an officer, representing the CA that is lodging the complaint. In deciding the sub-group, consideration will be given as to whether any CAs or their representative officers have a conflict of interest in relation to the matter being considered.
9. In situations where the complaint relates to a matter that is not within the powers of the OWG to determine, then it will be considered by a sub-group of the Joint Governance Committee (“JGC”). The JGC will decide the composition of the sub-group but it must not contain any member or officer representing the CA that is lodging the complaint. In deciding the sub-group, consideration will be given as to whether any CAs or their representative elected members have a conflict of interest in relation to the matter being considered.
10. A response under Stage 2 will, normally, be issued within 21 days, however, if this is not possible the complainant will be informed of a revised timescale for a response.

Further Information

11. If you require any further details on the WPP’s Complaints Policy, please contact walespensionpartnership@carmarthenshire.gov.uk.

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