



An tOmbudsman Seirbhísí
Airgeadais agus Pinsean

Financial Services and
Pensions Ombudsman

Type of Request	Date Requested	Request	Decision
Business/Interest Group	11 February 2019	Details of the total number of complaints made in relation to occupational pension schemes for the years 2015 – 2018 broken down as following Group pension schemes, Single member insured pension arrangements, Self-administered pension schemes, Single-member self-administered pension schemes	Refused as record did not exist
Member of the public	6 August 2019	<ol style="list-style-type: none"> 1. How many complaints on the FSPO data base initiated in August 2016 and are still being investigated; 2. of those complaints, if any, how many were left in active for eleven months or more; 3. of those complaints number of FSPO staff that worked on each individual case that have taken three years or more to adjudicate on; 4. the longest time of inaction on any case dealt with by the FSPO; 5. the longest time frame a complaint has taken for full adjudication in the FSPO; 6. information of statistics relating to governance & transparency regarding how the FSPO has dealt with complaints about FSPO staff by members of the public who have had complaints taken three years to investigate; 7. facts & statistics as to the amount of complaints started on the 9th of August 2016 in the FSPO and the average time for adjudication took place; 	Refused as record did not exist. In the interest of transparency, we created, where possible, the information requested.

		8. statistics as to how many complaints initiated in August 2016 have had more than two letters sent out pertaining to their complaint and if more than two letters what was the purpose/reason for more than two letters	
Member of the public	1 October 2019	Details of FSPO Act and regulations	Granted