

**Response date:** 28<sup>th</sup> January

### You asked Money and Pensions Service the following

I would like to ask for the number of formal complaints made about the Money and Pensions Advice Service (Maps) every year since 2019. For this year, I would like the number to the date this request is received. I would also like to ask for the most common reasons for complaints, in particular in relation to pension advice.

### Money and Pensions Service Response

Our internal complaints reporting is completed on a half-yearly basis. We collate our data based on financial years, to 31 March each year. The earliest complaints data we hold is from 1 April 2020. For this financial year, we have only reported to 30 September 2024.

#### Reportable Complaints Data – All Complaints (Money / Pensions / Debt)

Reporting Period Start Date	Reporting Period End Date	Total Number of Complaints in Period	Notes
1 April 2020	31 March 2021	343	Full Financial Year
1 April 2021	31 March 2022	527	Full Financial Year
1 April 2022	31 March 2023	263	Full Financial Year
1 April 2023	31 March 2024	298	Full Financial Year
1 April 2024	30 September 2024	191	Half Financial Year

#### Most Common Reason for Complaints in Relation to Pension Guidance

Most complaints arise in relation to our pension guidance when customers feel our service does not live up to their expectations. Some customers were unhappy with being asked personal questions, or felt they had a lack of rapport with the guider, whilst others wanted advice rather than the guidance we provide. Our guidance services are generally very well received, and complaints are made about a small percentage of the sessions delivered.

