

## Backlog of pension complaints whittled down

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The Office of the Pension Funds Adjudicator (PFA) says it has made good progress in eliminating the backlog of complaints, and has also reduced the time it takes to deal with new complaints.

Deputy PFA Muvhango Lukhaimane says only one complaint lodged prior to January 2009 and 138 complaints lodged before December 2010 are now outstanding.

Lukhaimane says her office expects to resolve all the cases opened in 2011 by May 31 and 2012's cases to the end of September by September 30 this year.

Over the year to December, the PFA received 3 834 new complaints and finalised 5 535 complaints. Of those finalised, 801 were settled, 604 went through conciliation, and 2 622 determinations were issued. The rest fell outside the adjudicator's jurisdiction or needed redrafting. As at December 31 last year, 3 875 complaints were open.