



Scottish Police Federation

5 Woodside Place Glasgow G3 7QF

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Dear Colleague

Pensions Administration Survey

You will know that in September 2013 Scottish Ministers announced that following the creation of a single police force in Scotland with effect from 1st April 2013, the administration of Police Pension Schemes in Scotland would transfer from the regional administrators to the Scottish Public Pensions Agency (SPPA) by 1st April 2015. The SPPA is continually looking to improve the quality of the service they provide to their customers.

To help them measure their progress, they have launched an annual customer service survey which you can complete online. It should only take a few minutes of your time but your feedback will be invaluable to them improving their service.

The survey will run until Monday 16th November 2015.

The survey can be found at:

http://www.sppa.gov.uk/index.php?option=com_content&view=article&id=1033&catid=242&Itemid=276

Yours sincerely

Calum Steele
General Secretary