

HOW DO I MAKE A COMPLAINT ABOUT THE FUND?

The Fire and Emergency Services Superannuation Board takes every step to ensure that the level of service provided meets members' expectations. However, if a member has an issue or complaint, the Fire and Emergency Services Superannuation Board has established the following procedure to ensure a timely resolution:

1. Talk to the Fund Secretary or one of the Fire and Emergency Services Superannuation Board members. The issue may be easily resolved.
2. If this does not resolve the issue, address your complaint in writing to the Fire and Emergency Services Superannuation Board. The Superannuation Board is required by law to formally consider your complaint in writing within 90 days from receipt of your complaint.
3. If you are still dissatisfied with the Superannuation Board's handling of your complaint or their decision, you may contact the Superannuation Complaints Tribunal.

The Superannuation Complaints Tribunal (SCT) is an independent body set up by the Federal Government to assist members or beneficiaries to resolve certain types of complaints with fund trustees.

The Tribunal may be able to assist you to resolve your complaint, but only after you have made use of the Fire and Emergency Services Superannuation Board's own inquiries and complaints procedures. Once the Tribunal accepts your complaint it will attempt to resolve the matter through conciliation, which involves assisting the parties to come to a mutual agreement. If conciliation is unsuccessful, the complaint may be referred to the Tribunal for a determination.

Certain complaints need to be lodged with the Tribunal within specified time limits. If you wish to find out whether the Tribunal can handle your complaint and the type of information you would need to provide, telephone one of the following numbers, for the cost of a local call anywhere in Australia:

1300 884 114:

Superannuation Complaints Tribunal

13 10 60

Australian Prudential Regulation Authority (local state office)