

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 your expectations. However, if you have an issue or complaint, the Board has established the following procedure to ensure a timely resolution:

1. Talk to the Secretary/Manager or one of the Superannuation Board members. Your concern may be easily resolved and generally within 28 days.
2. If this does not resolve the issue, you may wish to make a formal complaint. Complaint can be made by email, letter or phone noting that you wish to lodge a complaint.
3. To lodge your complaint by email: Email admin@fessuper.com.au with the subject line: Complaint
To lodge your complaint by letter: Address your concerns to The Fund Secretary
Fire and Emergency Services Superannuation Board PO Box 513 Subiaco WA 6904. Please write 'Complaint' on the envelope and the letter.
To lodge your complaint by telephone: Call us on 9382 8444 between 8am and 4pm each weekday
4. The Board is required by law to formally consider your complaint and respond to you in writing within 90 days from receipt of your complaint.
5. If you are still dissatisfied with the 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 SCT may be able to assist you to resolve your complaint, but only if you are not satisfied with the response received from the Fund.

The Tribunal may be able to assist you to resolve your complaint, but only after you have made use of the Trustee'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 the following number, for the cost of a local call anywhere in Australia:

Superannuation Complaints Tribunal - 1300 884 114