

## **ARRANGEMENTS FOR DEALING WITH INQUIRIES OR COMPLAINTS**

All members of superannuation funds, former members or beneficiaries of deceased members, have the right to make enquiries into, and complaints about, the operation and management of the fund. Superannuation funds are now required to make formal arrangements for members, former members or their beneficiaries to exercise this right.

The Fire and Emergency Services Superannuation Board is happy to provide information to members, or former members of the Fund, or their beneficiaries.

However, if you wish to make a formal enquiry or complaint, the arrangement is as follows:

- The enquiry or complaint should be addressed in writing to:

**The Secretary  
Fire & Emergency Services Superannuation Board  
PO Box 513  
SUBIACO WA 6904**

- When we receive your written enquiry or complaint, it will be recorded, investigated and actioned.
- Either written acknowledgment, or written notification of the response to your enquiry or complaint, will be forwarded within 7 days of its receipt.
- All enquiries and complaints will be answered in writing as soon as possible, but within 90 days.

For matters that are unable to be resolved to your satisfaction, the Government has established the Superannuation Complaints Tribunal. The Tribunal commenced operation on 1 July 1994. It is located in Melbourne and the address is:

**The Secretariat  
Superannuation Complaints Tribunal  
Locked Bag 3060 GPO  
MELBOURNE VIC 3001  
Telephone 1300 884 114**

The tribunal is intended to be informal and easy to use. It will provide for fair, economical and quick conciliation or review of complaints. Complaints may be submitted by both current and former members, or their beneficiaries and will largely be dealt with by correspondence.

The Tribunal can deal with any complaint which relates to a decision, or a failure to make a decision by a trustee, or a person acting for a trustee, in relation to a particular individual. The Tribunal will not deal with complaints about the management of a fund generally.

Further information on the function of the Tribunal can be obtained by contacting the Tribunal direct.