

## FACT SHEET

# Resolving your complaint

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The SA Government Super Schemes are Exempt Public Sector Schemes under the *Superannuation Industry (Supervision) Act 1993 (SIS Act)* and are not subject to the jurisdiction of the Superannuation Complaints Tribunal.

We recognise that despite our best intentions, there may be a time where you feel the need to express your dissatisfaction with Super SA. This fact sheet helps you understand the process.

We are committed to delivering a high level of service at Super SA. However, if you are dissatisfied with your member experience, please help us to understand your view and we will endeavour to address your complaint as soon as possible. We recognise that despite our best intentions, there may be a time where you feel the need to express your dissatisfaction with Super SA.

#### What is a complaint?

At Super SA we see a complaint as 'an expression of dissatisfaction made in relation to the product and/or administration services provided by Super SA where a resolution or response is expected by the member'.

If you decide to make a complaint, rest assured that it will not affect any future service you receive from Super SA. The Super SA's internal complaint process is free of charge.

#### Who can make a complaint?

- Any Super SA member
- A person with an interest in a decision from Super SA
- A person acting on behalf of a Super SA member.

#### How do I make a complaint?

Call Member Services on 1300 369 315 or come into our Member Centre to discuss your concerns. Every effort will be made by Super SA to resolve your

complaint. If we are unable to resolve the issue, the matter will be immediately referred to the relevant Group Leader or Manager.

In the event that you are still dissatisfied, a written complaint addressed to the Complaints Officer is required to escalate the matter further.

You can submit your complaint in writing directly to the Complaints Officer. You can also submit your complaint via the Super SA *Member Complaint* form which can be downloaded from the Super SA website.

A written acknowledgement of the complaint will be issued within three working days. The Complaints Officer will investigate the matter thoroughly and provide you with a written response within 45 days of receiving the complaint. If the complaint response cannot be issued within this time frame, the Complaints Officer will advise you of the delay.

Your written complaint may be submitted by:

<b>Mail</b>	<b>Complaints Officer</b> Super SA GPO Box 48 Adelaide SA 5001
<b>Email</b>	supercomplaints@sa.gov.au

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The SA Government Super Schemes are Exempt Public Sector Schemes under the *Superannuation Industry (Supervision) Act 1993 (SIS Act)*.

They are not subject to the jurisdiction of the Superannuation Complaints Tribunal (SCT) or the Australian Financial Complaints Authority (AFCA).

### For members of Triple S, FRP, Income Stream, Lump Sum and the Pension Scheme:

#### What happens if my complaint is still not resolved?

We expect that Super SA will be able to reach a fair and appropriate outcome, within the boundaries of superannuation legislation and Super SA policies and procedures.

However, if you believe that your complaint has not been resolved satisfactorily through our complaints process or you wish to review a decision made by Super SA, you can have the matter reviewed by the Super SA Board.

An application to the Super SA Board to review a decision must be made within three months of receiving notice of the decision<sup>1</sup>.

Please address your written complaint to the Super SA Board as follows:

**The Secretary**  
Super SA Board  
GPO Box 48  
Adelaide SA 5001

You may also refer the matter to the State Ombudsman.

**State Ombudsman**  
PO Box 3651  
Rundle Mall SA 5000  
Phone (08) 8226 8699  
Fax (08) 8115 1296

**Or fill in a form online at :**  
[www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au).

### Decisions Affecting Benefit Entitlements

If your complaint relates to a decision made by the Super SA Board (or a delegate of the Board), in respect of an entitlement under the governing rules of your superannuation fund, you may make an application for the decision to be reviewed by the South Australian Civil and Administrative Tribunal (SACAT) or by the Super SA Board.

Applications for review must be made **within three months** of receiving notice of the decision<sup>1</sup>. Address your appeal to:

**SACAT**  
GPO Box 2361  
Adelaide SA 5001  
Phone 1800 723 767

<sup>1</sup> The three month time limit applies to decisions made by Super SA on or after 5 July 2018.

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### For members of Super SA Select only:

#### What happens if my complaint is still not resolved?

We expect that Super SA will be able to reach a fair and appropriate outcome, within the boundaries of superannuation legislation and Super SA policies and procedures.

However, if you believe that your complaint has not been resolved satisfactorily through our complaints process or you wish to review a decision made by Super SA, you can have the matter reviewed by the Southern Select Superannuation Corporation.

Please address your written complaint to the SSS Corporation as follows:

#### The Secretary

Southern Select Superannuation Corporation  
GPO Box 48  
Adelaide SA 5001

You may also refer the matter to the State Ombudsman.

#### State Ombudsman

PO Box 3651  
Rundle Mall SA 5000  
Phone (08) 8226 8699  
Fax (08) 8115 1296

#### Or fill in a form online at :

[www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au).

#### Contact us

##### Address

Ground floor,  
151 Pirie Street  
Adelaide SA 5000  
(Enter from Pulteney Street)

**Postal** GPO Box 48, Adelaide, SA 5001

**Call** 1300 369 315

**Email** [supersa@sa.gov.au](mailto:supersa@sa.gov.au)

**Website** [www.supersa.sa.gov.au](http://www.supersa.sa.gov.au)

#### Decisions Affecting Benefit Entitlements

If your complaint relates to a decision made by the Southern Select Superannuation Corporation (or a delegate of the Corporation), in respect of an entitlement under the governing rules of Super SA Select, you may make an application for the decision to be reviewed by the South Australian Civil and Administrative Tribunal (SACAT).

Applications to SACAT must be made **within 21 days** of the decision<sup>1</sup>. Address your appeal to:

#### SACAT

GPO Box 2361  
Adelaide SA 5001  
Phone 1800 723 767

<sup>1</sup> The 21 day time limit applies to decisions made by Super SA on or after 5 July 2018.

#### Disclaimer

The superannuation schemes administered by Super SA are exempt public sector superannuation schemes which are not regulated by the Australian Securities and Investments Commission (ASIC) or the Australian Prudential Regulation Authority (APRA). Super SA is not required to hold an Australian Financial Services Licence to provide general advice about its products.

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