# **Member Complaint Form**



## Please complete all the details on this form in **BLOCK LETTERS** using a **BLACK PEN** and return to Super SA via post or email.

### Account ID

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. You can use this form to lodge your complaint. Here are the steps to help you complete this form:

- Complete your personal details.
- Provide us with a summary of your complaint.
- 9 You have the opportunity to make suggestions for how your complaint could be resolved.
- **4** Sign the declaration.
- Beturn the form and any attachments to the Complaints Officer, Super SA by fax, email or post.

#### **Postal address** Other Title: Mr Mrs Miss Ms Address Family name Given names Suburb Day Month Year State Postcode Date of birth Is there a nominated person/organisation acting on your behalf in this matter? Yes No If yes, please provide the following: Contact phone number Name Email address Organisation Postal address Nominee's relationship to you

2 Details of your complaint - Provide a summary of the events leading to this complaint including details of when it occurred and who was involved. Attach any relevant additional information to this form.



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Any questions? Call 1300 369 315 or email supercomplaints@sa.gov.au

Please complete all the details on this form in **BLOCK LETTERS** using a **BLACK PEN** and return to Super SA via post or email. **2** Details of your complaint (cont.)

**3** Complaint Resolution - Do you have suggestions for how your complaint could be resolved?

### **4** Declaration

By signing this form I am making the following statements:

- I declare that the information included on this form is a true and accurate representation of the events leading to this complaint.

	Name			
	Signature			
	Date			
6	You're almost d			
		and any supporting documents that may assist us to er to the Complaints Officer, Super SA. You may:	Super SA will issue an acknowledgement within three working days of receiving this form.	
	– post it to GPO	Box 48, Adelaide SA 5001,	You should receive a response to your complaint within 45 days. If the response requires more time to resolve, we will be in touch with you.	
	– drop it into the 151 Pirie Stree	e Member Centre, Ground Floor, t, Adelaide, or		
	– email it to supercomplaints@sa.gov.au			