



**SUPER SA**  
contributing to your future

## IN THIS FACT SHEET

- > What is a complaint?
- > Who can make a complaint?
- > How do I make a complaint?
- > What happens if my complaint is still not resolved?

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

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 service 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 and any information about your complaint will be treated in confidence. The 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.

- Submit your complaint in writing directly to the Complaints Officer. You may 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 two 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>Fax</b>	(08) 8115 1296
<b>Email</b>	supercomplaints@sa.gov.au

### 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, you may refer your complaint to the Super SA Board or the Administrative and Disciplinary Division of the District Court. Alternatively, you may refer the matter to the State Ombudsman (*see over*).

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.



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Please address your written complaint to the following:

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

**Mail      State Ombudsman**  
PO Box 3651  
Rundle Mall SA 5000

**Fax        (08) 8115 1296**

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

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.

### 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)