

MEMBER INQUIRIES AND COMPLAINTS

Inquiries and Complaints

What if I Have a Complaint?

The Fund provides an inquiries and complaints procedure for members, which, together with the Superannuation Complaints Tribunal (SCT), forms the Fund's dispute resolution mechanism.

Using this procedure you can make general inquiries about your superannuation benefits or the operation of the Fund as it affects you. You can also make a complaint if you are dissatisfied about some aspect of your membership or benefits or a decision by the Trustee.

If you have an inquiry or complaint, you can contact ESI Super on the phone: (07) 3229 6266 (Brisbane callers), or 1300 363 240 (outside Brisbane).

If your inquiry or complaint cannot be handled over the phone, you should write to:

The Secretary
ESI Super
GPO Box 959
Brisbane QLD 4001

Under Government legislation, the Trustee is required to have arrangements in place to ensure that an inquiry or complaint will be properly considered and dealt with within 90 days. The Secretary will respond in writing to your inquiries, unless they are straightforward and can be handled personally. After considering your complaint, the Trustee will advise you within 30 days of its decision.

Is There an Independent Body That Can Help Resolve Any Disputes?

If you are not satisfied with the Trustee's final decision, you may be able to lodge the complaint with the Superannuation Complaints Tribunal (SCT).

The SCT is an independent body established by the Federal Government which has been set up to consider superannuation-related complaints by members, former members and their beneficiaries. The SCT can only consider complaints about the decisions and conduct of the trustees of most superannuation funds, the conduct and decisions of people acting on behalf of the Trustee and the decisions of insurers in relation to insurance benefits provided under superannuation funds. The complaint must be in relation to a Trustee decision or conduct that you believe is, or was, unfair or unreasonable.

You may only approach the SCT if you have first been through the Fund's internal complaints procedure.

The staff at the SCT will attempt to resolve the matter by conciliation, which involves assisting the parties in coming to a mutual agreement. If this is not successful, the SCT may review the matter and make a decision that is binding.

You can contact the SCT at:

The Superannuation Complaints Tribunal
Locked Bag 3060
GPO Melbourne VIC 3001
Phone: 1300 780 808
Internet: www.sct.gov.au