

Enquiries, concerns and complaints info sheet

LGsuper is passionate about providing the personal service you want. We do our best to look after your wellbeing with individual attention, personal advice and quick responses to your needs.

How do I get my questions answered?

Whatever your question, we can answer it. Simply visit our website at www.lgsuper.org, call us on 1800 444 396, email info@lgsuper.org or send us a letter (see *Our complaints process* below for address details).

Our enquiries procedure

Note: Where 'member' is mentioned below it includes a former member and/or a beneficiary who is not a member of LGsuper.

Definition of enquiry:	Request for information concerning a person's membership of the fund.
When an LGsuper member makes an enquiry, the following action is taken:	
Verbal enquiry:	A verbal enquiry (telephone or face-to-face) will be answered immediately where possible. If further research is needed to answer the query, the member will be contacted with a response by close of business the following day. In that case, an interim response will be given in the time frame outlined above, with an indication of when full details will be available.
Written enquiry:	A written enquiry will be answered within 14 days from the date of receipt. If no answer is possible within this time, an interim response will be provided.

What do I do if I have a concern or complaint?

As a member of LGsuper you are part of the local government family. All families have their ups and downs. If you have a concern or if we do something you are unhappy about, we want you to tell us straight away so we can resolve the matter quickly.

Our complaints process

Definition of complaint:	A complaint is where a member raises a concern about a decision by or conduct of the LGsuper Board of Directors or any other person acting on behalf of the Board.
All complaints should be submitted in writing to the Board's office by mail, fax or email. The complaint will, in the first instance, be referred to the Complaints Officer. The Manager Compliance is assigned as the Board's Complaints Officer. If the complaint relates to action taken by the Manager Compliance, then the Fund Secretary will be the Complaints Officer for that particular complaint. Contact details for the Complaints Officer are as follows:	
Address:	Complaints Officer Queensland Local Government Superannuation Board GPO Box 264 BRISBANE QLD 4001
Call (toll free):	1800 444 396
Fax number:	07 3244 4344
Email:	info@lgsuper.org

What does the Complaints Officer do?

Our Complaints Officer makes every effort to resolve your complaint without the need for further formal action. If the Board's management does not have the authority to resolve the complaint, the complaint will be referred to the Board of Directors for consideration.

The Complaints Officer will send an initial response/acknowledgment within 14 days of receiving your complaint. Where necessary a full, formal response will be given within 90 days of receiving the complaint.

If an enquiry handled by any staff member of the Board develops into a complaint, it must be immediately referred to the Complaints Officer.

The Complaints Officer maintains a register to record each complaint received and the responses to them.

And if I'm still not happy?

If you believe our internal complaints process has not satisfactorily resolved your complaint, you can contact the Superannuation Complaints Tribunal (SCT). This is an independent body set up by the Australian Government to help members resolve certain types of complaints with fund trustees.

The SCT aims to resolve disputes in an informal manner by helping parties reach a mutually satisfactory outcome. If this is not possible, the SCT conducts a more formal review of the complaint. It then makes a determination that is binding.

To find out whether the SCT is able to handle a complaint you can contact them on the details below.

SCT contact details	
Postal address:	The Superannuation Complaints Tribunal Locked Mail Bag 3060 MELBOURNE VIC 3001
Internet:	www.sct.gov.au
Email:	info@sct.gov.au
Phone:	1300 884 114 (for the cost of a local call)
Facsimile:	(03) 8635 5588

This info sheet has been produced by the Queensland Local Government Superannuation Board (ABN 94 085 088 484 AFSL 230511) (LGsuper) as Trustee of the Local Government Superannuation Scheme (ABN 23 053 121 564) and provides general information for LGsuper members. Information on products offered by the Board can be found in our product disclosure statements.

It provides general information only and does not take into account your personal objectives, financial situation or needs.

The Board recommends you consult with an authorised or licensed financial advisor if you require advice which takes into account your personal financial circumstances. LGsuper has representatives that are authorised to provide personal advice on LGsuper products and superannuation.

Jul 11