

## Enquiries and complaints

Note: In these procedures, 'member' is taken to include a former member and/or a beneficiary who is not a member of LGsuper.

### Enquiries

Definition of enquiry: Request for information concerning a person's membership of the scheme.

Where a member of LGsuper makes an enquiry, the following action is to be taken:

Verbal enquiry: A verbal enquiry (telephone or face-to-face) will be answered immediately wherever possible. Should some research be required to answer the query, the member is to be contacted with a response by close of business the following day. In that case, an interim response will be provided in the time frame outlined above, with an indication of when full details will be available.

Written enquiry: A written enquiry is to be answered within 14 days from the date of receipt. If no answer is possible within this time, an interim response is to be provided.

### Complaints

Definition of complaint: A complaint is where a member raises a concern about a decision by or conduct of the Board or any other person acting on behalf of the Board.

All complaints received by the Board's office will, in the first instance, be referred to the Complaints Officer. The Scheme Secretary is assigned as the Board's Complaints Officer. If the complaint relates to action taken by the Scheme Secretary, then the Chief Executive Officer 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

Toll free phone: 1800 444 396

Facsimile: 07 3244 4344

The role of the Complaints Officer will be to make all efforts to resolve the 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.

An initial response/acknowledgment will be provided within 14 days of receiving the complaint. Where necessary, a full formal response will be given within 90 days of receiving the complaint.

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

The Complaints Officer will maintain a register to record the complaints received and the responses to them.

Any member who considers that his/her complaint has not been satisfactorily resolved by the internal complaints process may contact the Superannuation Complaints Tribunal (SCT). The SCT is an independent body set up by the Australian Government to assist members resolve certain types of complaints with fund trustees.

In the first instance, the SCT aims to resolve disputes in an informal manner by assisting the parties to 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.

If you wish to find out whether the SCT is able to handle a complaint, you should ring the SCT on the following number, for the cost of a local call anywhere in Australia:

1300 780 808

Other contact details for the SCT are:

Postal address : The Superannuation Complaints Tribunal  
Locked Mail Bag 3060  
MELBOURNE VIC 3001

Facsimile : (03) 8635 5588

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Toll free 1800 444 396  
Facsimile 07 3244 4344  
info@lgsuper.org  
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Brisbane Qld 4001

The Queensland Local Government Superannuation Board  
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ABN 23 053 121 564  
RSE Registration No. R1000160