



The information in this document forms part of the Product Disclosure Statement issued 1 October 2022.

At the Fire and Emergency Services Superannuation Fund, we are committed to providing members with quality service and with superannuation and retirement products that complies with relevant legislation. We also understand there may be occasions when a member wishes to lodge a complaint

What is a complaint?

A complaint is “an expression of dissatisfaction made to or about our Fund, related to our products or services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.”

Who can make a complaint?

- Current or former members.
- An Executor or Administrator of a deceased member’s Estate.
- A person with an interest in a death benefit.
- A third party properly authorised to act for a complainant.
- A party to Family Law proceedings

How to make a complaint

- Call us to discuss your concerns on (08) 9382 8444.
- Email admin@fessuper.com.au and use “Attention: Complaints Officer” in the subject line.
- Write to us at:

Complaints Officer
FES Super
PO Box 513
SUBIACO WA 6904

Information to include

- Your full name, address and contact phone number and member number (if known),
- A description of your complaint,
- Any additional documentation or information that may support your complaint, and
- How you would like your complaint to be resolved.



How your complaint will be handled

We will acknowledge your complaint within 24 hours or the next business day.

We will collect information about your complaint from you, your member account and other sources including the insurer for relevant complaints.

We will investigate your complaint and try to resolve it in 10 business days. If we can't respond fully in that time, we will keep you informed about the progress of your complaint.

By law we are required to send you a final response to your complaint within:

- 45 days for superannuation complaints, or
- 90 days for objections to death benefit distributions, starting after the 28 days to submit your objection.

Complaint escalation

If you are not satisfied with the outcome of your complaint, or we did not respond to you within the required timeframes, you may be eligible to take your complaint to the Australian Financial Complaints Authority (AFCA).

AFCA was established to resolve complaints with financial service providers and it is free to consumers.

Contact AFCA by:

Phone	1800 931 678 (free call)	Mail	Australian Financial Complaints Authority
Website	afca.org.au		GPO Box 3
Email	info@afca.org.au		Melbourne VIC 3001

Time limits may apply to the lodgement of a complaint with AFCA. Please refer to the AFCA website at afca.org.au for more information.