

## Resolving your complaint

*The information in this brochure will assist you in making a complaint*



# We're committed to delivering you quality service

At GESB, we're committed to providing our customers with quality superannuation and retirement products and services. We recognise that despite our best intentions, you may have occasion to raise a complaint.

If we make a mistake or our service doesn't meet your expectations, we'd like to know. Your complaint can help us identify and correct those situations where our standards are not as they should be, so we can further improve our service to our members.

## What is a complaint?

At GESB, we see a complaint as "any expression of dissatisfaction with a GESB service or product where a response is expected."

If you wish to make a complaint, please be assured that it will in no way affect any future service you receive from GESB.

## Who can make a complaint?

- Current or former members of:
  - GESB Super
  - West State Super
  - Gold State Super
  - Pension Scheme
  - Retirement Access
  - Retirement Income
- Employers
- A person with an interest in a decision from GESB
- Any person acting on behalf of the persons above.

# Our Promise

## We promise that:

- Your complaints will be considered in a transparent, equitable, objective and unbiased manner.
- Privacy will be maintained and anonymity where requested.
- Your rights will be recognised, including the right to be heard and the right to an impartial decision. The complaint process will be free of charge.
- Our complaints handling process will reflect the principles of natural justice and procedural fairness.
- You will not be discriminated against as a result of making a complaint.
- You will have the right to request an independent review of your complaint, and you will be advised of any further avenues of review, including your right to appeal to the Superannuation Complaints Tribunal.



## How to make a complaint

Your complaint can be made verbally or in writing. We have listed some guidelines that will assist you in having your complaint resolved in a timely manner.

- Call our Member Service Centre on 13 43 72 or send an email to [memberservices@gesb.wa.gov.au](mailto:memberservices@gesb.wa.gov.au). Or, if you'd prefer, write a letter to:

Manager,  
Member Services – Feedback  
GESB  
PO Box J 755  
PERTH WA 6842

- Outline the issues that concern you.
- Let us know what you expect as a result of your complaint.
- Please make sure that you provide us with your contact details and member number.



## How GESB responds to complaints

In most cases we'll be able to resolve your problem on the spot. If it can't be resolved then the following process will be used until your complaint is satisfactorily resolved.

We'll call you or send you a letter and/or email to acknowledge your complaint. You will be provided with a contact name and telephone number should you wish to talk about any issues related to your complaint.

We will try to resolve your complaint within 30 days. Once resolved, you'll receive a letter confirming our findings and our intended actions; or if it is not resolved within 30 days, we'll contact you and advise you the reason for the delay.

***We take every complaint as an opportunity to improve our service to our members.***

# What if I am not satisfied with the outcome?

## **Independent Internal Review**

If your complaint is not dealt with to your satisfaction you may request that a formal internal review of your complaint be conducted. This review will be independent from the initial complaint process. We'll advise you of the outcome of this review in writing and your right to appeal to an independent complaints tribunal. We will endeavour to complete all reviews of complaints where possible within 90 days.

## **Superannuation Complaints Tribunal**

GESB has elected to come under the jurisdiction of the Superannuation Complaints Tribunal. The Tribunal is an independent body set up by the Federal Government to assist members or beneficiaries to resolve certain types of complaints with Fund trustees, managers and administrators.

If you're not satisfied with the outcome of the review of your complaint by GESB, the Tribunal may be able to assist you to resolve your formal complaint. Please note that a formal complaint must be specific to you and cannot relate to the management of the Fund as a whole. If the Tribunal accepts your complaint, it will attempt to resolve the matter through conciliation. This involves assisting you and GESB to come to a mutual agreement. If conciliation is unsuccessful, the complaint is referred to the Tribunal for a determination.

If you wish to find out whether the Tribunal can handle your complaint and the type of the information you would need to provide, call one of the following numbers for the cost of a local call anywhere in Australia.

**1300 780 808**      The Superannuation Complaints Tribunal (SCT)

**1300 13 10 60**      Australian Prudential Regulation Authority (APRA)



### ***Require More Information?***

***If you would like more information or assistance call our Member Services Centre on 13 43 72 (or +618 9263 4111 outside of WA).***



## How to contact us

Government Employees Superannuation Board (GESB)

ABN 43 418 292 917

PO Box J 755, Perth WA 6842

Level 4 Central Park, 152 St Georges Terrace

Perth, Western Australia 6000

Member Services Centre 13 43 72

Facsimile 1800 300 067

Email [memberservices@gesb.wa.gov.au](mailto:memberservices@gesb.wa.gov.au)

Website [www.gesb.wa.gov.au](http://www.gesb.wa.gov.au)

Feedback [yourfeedback@gesb.wa.gov.au](mailto:yourfeedback@gesb.wa.gov.au)