



Enquiries and complaints handling

Enquiries

The Superannuation Commission (Commission), as Trustee of the Retirement Benefits Fund (Fund) has an obligation to provide members with any information they reasonably require to understand their benefit, the Schemes and any fees, charges or expenses paid by the Schemes. Information can be found at www.rbf.com.au or by contacting us.

We aim to deal with telephone enquiries of a routine nature on the spot. Email and written enquiries of a routine nature are responded to within 5 business days of the request. We will advise you if more time is required for complex matters. The response to an enquiry can be by telephone, email or in writing.

Any enquiries received via the RBF Enquiry Line or by email or in writing that are determined to be a complaint are referred to our complaints handling staff. Our complaints handling process is explained further below.

A Family Law enquiry is responded to within a reasonable time having regard to the information requested and the Family Law legislation.

Applications made pursuant to the *Right to Information Act 2009* will be dealt with in accordance with that Act.

No charges will be made for any request for the supply of information except for Family Law requests and Right to Information applications (unless an exemption applies).

Complaints

The Commission and staff supporting the Commission recognise the importance of member satisfaction and acknowledge the rights of members and other stakeholders.

We are committed to efficient and fair resolution of complaints from members. We acknowledge the rights of members to complain and welcome feedback from members. We adopt the same approach for other stakeholders who wish to raise a complaint with us.

The Commission's Complaints Handling Policy has been written having regard to RBF's Governing Rules and any applicable legislation, as well as best practice complaints handling processes.

The key objectives of the Policy are to:

- ▶ ensure complaints are acknowledged and dealt with promptly, efficiently and equitably;
- ▶ keep each complainant appropriately informed of our handling of their complaint and to provide them with a written response once we have completed our investigation of their complaint;
- ▶ ensure that systemic and recurring problems are identified and rectified; and
- ▶ keep the Commission informed of the nature of complaints received and the outcomes.

What type of complaint does the Policy relate to?

A complaint is defined as any expression of dissatisfaction made to or about any aspect of the Fund, including its products, services, actions or staff.

Lodging a complaint

You should submit your complaint in writing (which can be by email). If this is not possible you should contact us for assistance in lodging a complaint. Complaints should be addressed to:

By post: RBF Complaints Officer
Retirement Benefits Fund
Reply Paid 89418
PARRAMATTA NSW 2124

By email: RBF.Enquiries@treasury.tas.gov.au

General guidelines

When a complaint is received we will acknowledge receipt of the complaint in writing as soon as practicable.

We will:

- ▶ deal with the complaint appropriately and within a reasonable timeframe having regard to the nature of the complaint; and
- ▶ provide the member with the following information:
 - ▶ the decision and further avenue of complaint; and
 - ▶ the remedies (if any) available to the complainant.

We will take all reasonable steps to respond to your complaint within 30 days (or a timeframe otherwise advised). If we identify it may take longer we will notify you, explain the reason(s) why and provide you with an updated timeframe.

Our complaints handling staff are empowered to consider complaints on their merits and recommend or implement resolutions, within delegated power, based on their investigations. Individual circumstances may require complaint handlers to use their discretion to recognise and deal with each individual complaint. Accordingly, each complaint will be considered on the issues raised.

The principles of natural justice apply to all complaints. If a complainant cannot be provided with the outcome requested, we will explain why this is the case.

We may choose to limit correspondence where the complaint is considered to be trivial, frivolous or vexatious.

External review of complaint

If you are not satisfied with the way your complaint has been handled, or with its outcome, you have the option to refer your complaint to the Ombudsman Tasmania, an independent officer appointed by the Governor of Tasmania. Any complaints must be lodged with the Ombudsman within certain time limits.

You can contact the Ombudsman Tasmania at:

Post: GPO Box 960
HOBART TAS 7001

Email: ombudsman@ombudsman.tas.gov.au

Phone: 1800 001 170

Website: www.ombudsman.tas.gov.au

Please be aware the Australian Financial Complaints Authority (AFCA) does not have jurisdiction to deal with complaints in relation to RBF.

Privacy

RBF complies with the principles of the *Personal Information Protection Act 2004* and *Privacy Act 1988*.

For more information please refer to the Privacy Policies available on the website

Issued by the Superannuation Commission (ABN 96 573 090 182) as trustee of the Retirement Benefits Fund (ABN 51 737 334 954). This Fact sheet was current at the time of publication but is subject to change without notice. If there are any mistakes or omissions in the information, we reserve the right to correct those errors or omissions. The provisions of the RBF Governing Rules and any applicable legislation will prevail over any misstatement in this Fact sheet.

(V5-03/22)

Contacting RBF

Contact RBF if you would like additional information or assistance.

RBF Enquiry Line: 1800 622 631 or
+61 2 8571 6868
(international)

Visit: www.rbf.com.au

Write: RBF, Reply Paid 89418,
PARRAMATTA NSW 2124

Office: Ground Floor,
21 Kirksway Place,
Hobart

Level 3, Henty House,
1 Civic Square,
Launceston
