



FEEDBACK POLICY

October 2013

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1. Overview

The Superannuation Complaints Tribunal is an independent dispute resolution body established by the *Superannuation (Resolution of Complaints) Act 1993* (SRC Act) to deal with specific superannuation related complaints.

The Tribunal consists of a Chairperson, a Deputy Chairperson and other members appointed by the government because of their relevant skills and experience to determine complaints. The Tribunal is supported by a Secretariat, the staff of which provide a range of dispute resolution services under delegation from the Chairperson.

The Tribunal's statutory objectives are to provide mechanisms for the resolution of complaints that are:

- fair
- economical
- informal, and
- quick.

2. Purpose of this policy

The Tribunal has decided to invite feedback from its stakeholders about its service and to utilise feedback received to enhance its efficiency and ensure it continues to meet its statutory objectives.

This policy sets out the Tribunal's process for receiving, responding to and investigating feedback given to the Tribunal.

3. Feedback: definition and scope

The Tribunal invites feedback about the Tribunal and the services it provides as a dispute resolution body in relation to superannuation related complaints. However, the purpose of inviting feedback about the Tribunal's services is **not** to re-open its decisions about the merits of any particular superannuation complaint (current or closed), or about the jurisdiction of the Tribunal.

The Tribunal will consider all feedback about its service, whether positive or negative.

4. Can I complain about the outcome of a Tribunal decision?

Parties to a complaint dealt with by the Tribunal have rights to appeal to the Federal Court in relation to the outcome of a Tribunal decision made in relation to a particular superannuation complaint. These important appeal rights are completely separate from the feedback process described in this feedback policy.

5. Key principles of the feedback about our service

The policy is underpinned by the following guiding principles:

- Commitment to providing an integrated feedback handling process
- Recognising and respecting our stakeholders' right to provide feedback
- Considering feedback received in a prompt and accurate manner and identifying any trends or themes stakeholder feedback and any actions required to address the trends or themes.
- Fairness, transparency and respect
- Treating all feedback confidentially and respecting the privacy of our stakeholders.

6. Providing feedback

Feedback about the Tribunal's service may be provided at any time by email or mail.

You can lodge feedback to the Tribunal about its service, by:

1. Completing our online feedback form at <http://www.sct.gov.au/pages/about-us/feedback>

2. Writing to us:

Superannuation Complaints Tribunal
Locked Bag 3060
MELBOURNE VIC 3001

7. Privacy

All feedback will be received in confidence. All feedback, including any personal information provided in feedback, will be used only for the purposes of the Tribunal investigating and responding to the feedback as described in this feedback policy.

The Tribunal will only disclose any feedback, including any personal information provided in feedback, in accordance with the *Privacy Act 1988* and the SRC Act.

8. Receiving and investigating feedback

Feedback about the Tribunal's service will be considered in order to determine what, (if any) action is needed.

Options for appropriate action may include:

- Investigation
- Explanation of the process
- Ongoing monitoring of issues
- Training/education of staff.

All feedback will be investigated and, if considered appropriate, service improvements/changes will be recommended for management's consideration and implementation.

9. Investigation timeframe

The outcome of any investigation is anticipated to be finalised within 45 days of receipt of the feedback.

If additional information is required during the investigation, the Tribunal will contact the person who has submitted the feedback (if they have provided their contact details and requested follow up).

10. Responding to feedback about our service

If a person has requested a response, staff will communicate the outcome to the person who has lodged the feedback. The response will provide details of the action taken as a result of the feedback, and, if necessary, the contact details of the investigating staff member for further queries/discussion.

The Tribunal's Business Support team will collate and analyse all feedback data to determine any trends or ongoing issues. This will be reported to management along with suggestions to improve our processes and, where appropriate, these will be integrated into our overall quality improvement processes.

11. Policy review

The policy will be reviewed every 12 months and any changes approved by the Chairperson.