

Any questions? Call 1300 369 315 or email supercomplaints@sa.gov.au

Please complete all the details on this form in **BLOCK LETTERS** using a **BLACK PEN** and return to Super SA via post or email.

2 Details of your complaint (cont.)

3 Complaint Resolution - Do you have suggestions for how your complaint could be resolved?

4 Declaration

By signing this form I am making the following statements:

– I declare that the information included on this form is a true and accurate representation of the events leading to this complaint.

Name

Signature

Date / /

5 You're almost done!

Return this form and any supporting documents that may assist us to resolve this matter to the Complaints Officer, Super SA. You may:

- post it to GPO Box 48, Adelaide SA 5001,
- drop it into the Member Centre, Ground Floor, 151 Pirie Street, Adelaide, or
- email it to supercomplaints@sa.gov.au

Super SA will issue an acknowledgement within three working days of receiving this form.

You should receive a response to your complaint within 45 days. If the response requires more time to resolve, we will be in touch with you.