

Complaints Procedure

Complaints Management Policy

Prior to lodging a complaint it is recommended that you read the Complaints Management Policy.

The Complaints Management Policy provides all the information that you will need to know prior to lodging a complaint.

A copy of the Complaints Management Policy can be obtained from the Superannuation Office website or from the Superannuation Office service counter.

Scope of the Complaints Management Policy

The complaints management policy applies to all Superannuation Office employees in respect to services provided by the Superannuation Office.

The complaints management policy does not apply to decisions made under:

- the *Superannuation Act*;
- the NT Supplementary Superannuation Scheme; or
- the NT Police Supplementary Benefit Scheme.

These complaints must be commenced through the formal appeal processes of the relevant scheme.

For further information please refer to [Fact Sheet: Review of Decisions](#).

What can I complain about?

You can complain about a range of issues including:

- the quality of service we provide (for example, timeliness);
- our policies and how they are applied;
- an administrative decision; and
- the conduct of our staff.

How can I help to resolve my complaint?

To assist in the resolution of your complaint you should:

- outline your complaint as clearly and accurately as possible; and
- provide any supporting documentation that may help us resolve your complaint.

How do I lodge a complaint?

You may write a letter to the Superannuation Office Complaints Officer or fill in the [Complaints Form](#) and either post or email it to:

Complaints Officer
NT Superannuation Office
GPO Box 4675
Darwin NT 0801

Email: ntsuperannuation@nt.gov.au
(insert "To Complaints Officer" in the subject field).

If you are unable to provide a written complaint please contact our staff.

What happens once I lodge my complaint?

Your complaint will be referred to a Complaint Officer who will investigate the matter. The Complaint Officer will send you an acknowledgement letter advising you that your complaint has been received. During the investigation the complaint officer may contact you to discuss your complaint or request further information.

How long will it take to resolve my complaint?

Standard complaints should be resolved within 10 working days. However complex complaints may take longer to resolve.

How will my complaint be resolved?

You will receive a written response posted to the address supplied by you upon lodging the complaint.

What about my privacy?

Any personal information you supply (such as name, address, telephone number) will only be used by us to investigate your complaint and advise you of the outcomes. We will only disclose your information to those areas within the Superannuation Office that may have information relevant to your complaint.

None of the information you provide will be disclosed outside of the Northern Territory Treasury without your permission, unless we are required to do so by law.

What if I change my mind?

You can withdraw your complaint at anytime and we will cease the investigation under the Complaints Management Policy process.

Principles of natural justice

Natural justice or procedural fairness as it is sometimes called has two elements, and these principles are applied to all complaints.

Firstly, if a person is likely to be adversely affected by a decision they must be given a reasonable opportunity to comment on information or material that will form the basis for the decision.

Secondly, the decision-maker must act in an impartial and unbiased manner.

What if I'm still not satisfied?

If you are not satisfied with how your complaint has been resolved, you can contact the NT Ombudsman for further review of your complaint.

Ombudsman For The Northern Territory
GPO Box 1344
Darwin NT 0801

Phone: 08 8999 1818 or 1800 806 380
Email: nt.ombudsman@nt.gov.au