



# Dispute Resolution Policy

LGIAsuper Trustee

ABN 94 085 088 484

RSE Licence No. L0000178

as trustee for

LGIAsuper

ABN 23 053 121 564

RSE Registration No. R1000160

**Version control:**

| Version | Date        | Prepared by        | ARMC review date | Board approval date |
|---------|-------------|--------------------|------------------|---------------------|
| 1.0     | August 2010 | Chief Risk Officer |                  |                     |
| 2.0     | 03/06/2014  | Head of Compliance | 03/06/2014       | 02/07/2014          |
| 2.1     | 24/05/2016  | Head of Compliance | 02/06/2016       | n/a – minor changes |
| 3.0     | 22/11/2018  | Head of Compliance | 29/11/2018       | 05/12/2018          |

## Table of Contents

|   |  |   |
|---|--|---|
| 1 | PURPOSE .....                          | 1 |
| 2 | SCOPE .....                            | 1 |
| 3 | POLICY PRINCIPLES .....                | 1 |
| 4 | STRATEGIC ALIGNMENT .....              | 2 |
| 5 | ROLES AND RESPONSIBILITIES .....       | 2 |
| 6 | APPROVAL AND REVIEW DETAILS.....       | 3 |
| 7 | RELATED LEGISLATION AND DOCUMENTS..... | 3 |

## 1 PURPOSE

- 1.1 This policy describes LGIAsuper's process for managing complaints about our products, services, or the complaints process itself.

## 2 SCOPE

- 2.1 This policy applies to all complaints made to LGIAsuper about its products, services, or the complaints process itself.

## 3 POLICY PRINCIPLES

- 3.1 LGIAsuper defines a complaint as *'an expression of dissatisfaction made to us, related to our products or services, or the complaints process itself, where a response or a resolution is explicitly or implicitly expected'*.
- 3.2 This means that any request that expresses dissatisfaction at a decision made by, or an action of the Board or staff of LGIAsuper, and which expects LGIAsuper will undertake some sort of activity as a consequence, will be treated as a complaint.
- 3.3 LGIAsuper is committed to resolving complaints in a manner consistent with our Code of Conduct and our values of Trusted, Reliable and Understanding. We expect all of our staff to co-operate with a complaints investigation, to ensure that you receive the best possible resolution under the circumstances.
- 3.4 Correspondingly, we expect you to deal with all LGIAsuper staff in a civil and courteous manner throughout the complaints process. Overtly aggressive or threatening behaviour to LGIAsuper staff will not be tolerated.
- 3.5 The dispute resolution process that underpins this policy comprises two parts:
- internal dispute resolution
  - external dispute resolution
- 3.6 LGIAsuper will always attempt to resolve complaints internally, responding as quickly as possible and maintaining consistent communication with you throughout the process.

### Internal dispute resolution

- 3.7 LGIAsuper will resolve complaints internally within 45 days of a complaint being made.
- 3.8 LGIAsuper handles complaints internally differently depending on their complexity.

### Simple complaints

- 3.9 A simple complaint is a complaint that is easy to resolve and does not require significant adjustment to a member's account. Examples include:
- correction of inaccurate information previously supplied to a person
  - complaints about investment earnings applied to a member's account where there is a clear misunderstanding of the earning rate methodology
  - delays in processing caused by matters beyond LGIAsuper's reasonable control (e.g. awaiting final contributions from an employer prior to the payment of a benefit)
  - complaints about the application of a business rule to a specific transaction or account (e.g. investment switching rules).

### **Complex complaints**

- 3.10 A complex complaint generally involves a request for restitution of an account, and therefore requires an investigation by the Complaints Officer. Examples include:
- a correction to earnings credited to an account
  - an objection to a discretionary decision made by the Board, e.g. objection to the proposed distribution of a death benefit or denial of an insurance claim.
- 3.11 The Complaints Officer must be independent of the subject of your complaint. If the complaint is about the Complaints Officer or the complaints process, then the Chief Financial Officer will manage the complaint.
- 3.12 In investigating a complex complaint, LGIASuper follows a four-stage process:
1. Receipt and acknowledgement
  2. Investigation
  3. Determination
  4. Resolution and recording
- 3.13 You may request a statement of reasons as to how LGIASuper came to its decision in relation to your complaint.
- 3.14 If LGIASuper's management does not have the authority to resolve the complaint, the complaint will be referred to the LGIASuper Board for consideration at the next available meeting.

### **External dispute resolution**

- 3.15 If your complaint cannot be resolved to your satisfaction within a reasonable timeframe, you have the right to refer your complaint to the **Australian Financial Complaints Authority (AFCA)**. AFCA is a free, fair and independent external dispute resolution (EDR) scheme for consumers that can consider complaints about financial products and services.
- 3.16 All complaints must go through the internal dispute resolution process before they can be considered by AFCA.
- 3.17 You will be informed of your right to access AFCA, and how to lodge your complaint with AFCA should you wish to do so, at the time you are notified of the outcome of the internal dispute resolution process.

## **4 STRATEGIC ALIGNMENT**

- 4.1 Providing a fair and transparent process through which you can air your concerns with LGIASuper is an important part of delivering on our values.

## **5 ROLES AND RESPONSIBILITIES**

| <b>Role</b>                 | <b>Accountability and Responsibility</b>   |
|-----------------------------|--|
| <b>Board</b>                | Establishes and reviews this policy<br>Reviews regular complaints reporting<br>Authorises staff to implement the policy                        |
| <b>Executive management</b> | Reviews complaints to identify systemic or emerging risks<br>Settles complaints to a certain value   |
| <b>LGIASuper staff</b>      | Where possible, resolves the complaint internally<br>Settles Simple Complaints<br>Refers complaints to the Complaints Officer for recording    |
| <b>Complaints Officer</b>   | Where possible, resolves the complaint internally<br>Ensures the policy is implemented throughout LGIASuper<br>Manages the Complaints Register |

| Role   | Accountability and Responsibility  |
|--|--|
| <b>Australian Financial Complaints Authority</b> | Acts as LGIASuper's external dispute resolution body for all financial services provided by the fund |

## 6 APPROVAL AND REVIEW DETAILS

| Approval and Review                    | Details                             |
|--|-------------------------------------|
| <b>Policy Version Number</b>           | 3.0                                 |
| <b>Approval Authority</b>              | Board of Directors                  |
| <b>Committee to Approval Authority</b> | Audit and Risk Management Committee |
| <b>Administrator</b>                   | Head of Compliance                  |
| <b>Approval Date</b>                   | Wednesday, 5 December 2018          |
| <b>Next Review Date</b>                | Annually                            |

- 6.1 This policy will be reviewed and monitored in line with LGIASuper's policy register to ensure ongoing alignment with relevant legislation, regulation and organisational strategy and practice.
- 6.2 This policy requires regular reporting to the Audit and Risk Management Committee.
- 6.3 This policy is subject to LGIASuper's assurance process, including internal and external audit. Actions and dates required to achieve compliance to this policy are documented in the LGIASuper Actions Register.
- 6.4 Exceptions to this policy must be approved by an LGIASuper Executive.
- 6.5 Breaches of this policy will be addressed under LGIASuper's 'Our Way of Work' (see the Policies and Guidelines section).

## 7 RELATED LEGISLATION AND DOCUMENTS

- 7.1 This policy aligns with the legislative requirement for RSE and Australian Financial Services Licensees to:
- establish an internal dispute resolution (IDR) process that complies with standards, and requirements, made or approved by Australian Securities and Investment Commission (ASIC);
  - covers complaints against the licensee made by retail clients in connection with the provision of all financial services covered by the licence;
  - ensure that written reasons are given for any decision of the trustee (or failure by the trustee to make a decision) relating to a complaint; and
  - be a member of the AFCA scheme.

[Corporations Act 2001 and Regulations](#)

[Superannuation Industry \(Supervision\) Act 1993 and Regulations](#)

[ASIC Regulatory Guide RG 165 Licensing: Internal and external dispute resolution](#)

Dispute Resolution Policy Procedures and Guidelines

[Enquiries, concerns and complaints info sheet for members](#)

[AFCA website](#)