

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2015-16

Finance Portfolio
27-28 May 2015

Department/Agency: Commonwealth Superannuation Corporation

Outcome/Program: 2/2.6

Topic: Numbers of complaints

Senator: Ludwig

Question reference number: F16

Type of question: Hansard, F&PA Committee, Page 75, 27 May 2015

Date set by the committee for the return of answer: Friday, 10 July 2015

Number of pages: 2

Question:

Senator LUDWIG: That is an interesting point there, Senator Xenophon. I suspect there are people who have live complaints—either complaints about not being able to access, or complaints about your decision in relation to not providing them with X. Is there a number—by scheme? When the merger occurs, I assume they automatically roll over, if there are those—I call them complaints, but you may refer to them differently.

Ms McNaughton: We certainly do have those numbers. I will take that back and provide it on notice because I do not have them with me. There are a number of ways in which people can complain, or challenge decisions. We do have a formal complaints handling process that members access. I can provide you with details of those.

...

Senator LUDWIG: Also, the length of time—if you have that statistic—that people have been waiting. I do not want any identified information. I was looking at the way you handle the complaints and the time line for resolution of those complaints—I expect there will be a median and a long tail, in some respects—however you would like to provide that. I can then compare that sometime down the track with how the joined organisation works.

Answer:

Live complaints relating to CSC's defined benefit Schemes as at the end of April 2015 were:

Public Sector Superannuation Scheme (PSS)	4
Commonwealth Superannuation Scheme (CSS)	0
Military Superannuation & Benefits Scheme (MilitarySuper)	3
Defence Force Retirement and Death Benefits Scheme	3

ComSuper and CSC combined received 238 complaints between May 2014 and April 2015. The timeframes for resolving these were as follows:

Days	No. of complaints
00-10	51
11-20	158
21-40	28
40-60	1
60+	0

Service level agreements require 95% of complaints to be finalised within 20 working days. Complaints are legally required under the *Superannuation Industry (Supervision) Act 1993* to be properly considered and dealt with within 90 days after being made.