



# HOSTPLUS COMPLAINTS PROCESS

If you are unsatisfied with the service provided by Hostplus or do not agree with a decision that we have made about your, or your dependant's superannuation, we want to hear about it.

## How can I make a complaint?

We have made it easy for you to make a complaint in the format that you feel most comfortable:

<b>In person</b>	If you are meeting with a Hostplus staff member (including a Hostplus Financial adviser) you can provide them with the details of your complaint. This information will then be passed on to the Resolutions team.
<b>By phone</b>	You can call us on <b>1300 467 875</b> between 8am and 8pm AEST weekdays and speak to one of our friendly call centre consultants. If you are outside Australia, you can call us on: +61 (3) 9067 2500.
<b>By email</b>	Send an email to <a href="mailto:resolutions@hostplus.com.au">resolutions@hostplus.com.au</a>
<b>By letter</b>	You can send your complaint in writing to: Hostplus, Resolutions Officer, Locked Bag 5046, Parramatta NSW 2124
<b>Via the website</b>	Visit our <a href="https://www.hostplus.com.au/feedback">feedback page</a> at <a href="https://www.hostplus.com.au/feedback">hostplus.com.au/feedback</a>
<b>Via Social Media</b>	You can lodge a complaint via private message on our Social Media channels.

## What happens when I make a complaint?

At Hostplus we take complaints very seriously and also treat each complaint as an opportunity to improve our services. We will provide you with an acknowledgement that we have received your complaint as soon as possible. In most cases this will be within 24 hours. If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 5 business days verbally or in writing.

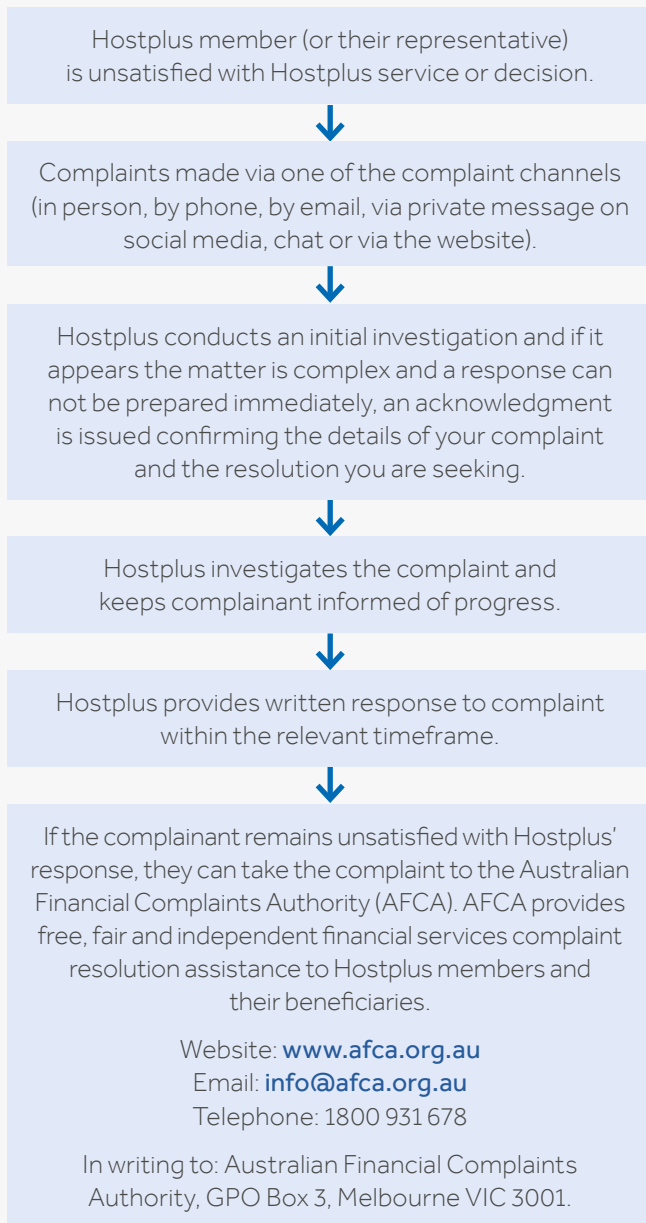
While there are requirements, including time frames in which we need to respond to you under the law<sup>1</sup>, we will strive to respond to your complaint as quickly as possible and well before these timeframes expire. Where we are unable to do so (for example, where your complaint is very complex) we will make sure we keep you informed about our progress on a regular basis.

We will investigate each complaint using every reasonable effort available to us. This may involve obtaining all relevant documentation connected to your complaint, speaking with relevant staff members who can provide details about the circumstances giving rise to your complaint, reviewing relevant disclosure documentation as well any relevant legislation. After we have completed this process, we will write to you setting out details of our investigation and the outcome we have reached about your complaint. If you remain unsatisfied with our response to your complaint, you may take your complaint further by contacting the Australian Financial Complaints Authority (AFCA).

Although you are able to refer the matter to AFCA at any time, they will not usually deal with your complaint until it has been through Hostplus' complaints handling process.

During the resolution process we will ensure that your privacy is protected and details about your complaint will only be shared with those that need to receive this information.

## Complaint process flowchart



Hostplus has collected and may collect further personal and sensitive information from you in order to resolve your complaint. This information is likely to include your name, address, date of birth, account balance, insurance details, family relationships and medical conditions.

We need to collect the requested personal and sensitive information from you to investigate and respond to your complaint and your personal and sensitive information will only be disclosed to Hostplus staff involved in the investigation and resolution of your complaint and/or our legal or other professional advisors if reasonably necessary. Hostplus may also disclose your personal information for the purposes of establishing or exercising a defence of a legal or equitable claim or confidential dispute resolution processes in accordance with the Australian Privacy Principles.

The Hostplus Privacy Policy provides information about how you may access and seek correction of your personal information as well as how you can make a complaint about a breach of the Australian Privacy Principles or the Privacy Act 1988.

**i** You can access the Hostplus Privacy Policy at [hostplus.com.au/privacy](http://hostplus.com.au/privacy). For all privacy related questions or privacy related matters you can contact Hostplus on **1300 467 875** or via email at [privacy@hostplus.com.au](mailto:privacy@hostplus.com.au)