

Super Complaints Handling

Learn how to resolve superannuation complaints effectively in this workshop co-facilitated by AFCA.

**More complaints to AFCA
than expected**

The West Australian, 15 July 2019

**Australian Financial
Complaints Authority
inundated with claims...**

ABC News, 1 May 2019

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The AFR, 11 April

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SUPER COMPLAINTS HANDLING

Course overview

The Australian Financial Complaints Authority (AFCA) replaced the Superannuation Complaints Tribunal (SCT) in November 2018. As the single external dispute resolution body for the financial services industry, AFCA's role is to provide fair, independent and impartial assistance to all parties to reach agreement about how to resolve a complaint.

This workshop, delivered in conjunction with AFCA, is designed to help super funds understand the requirements of complaints handling in the superannuation industry and the changes they may experience when handling claims through AFCA rather than the SCT.

What's covered in the course?

The Super Complaints Handling workshop will help you to:

ASFA Delivered

- Understand the legislative framework for complaints in the superannuation sector.
- Identify the regulators and their function and powers.
- Explain the role of the trustee and fund administrator in handling complaints.

AFCA Delivered

- Define and identify a complaint.
- Recognise the value of a complaint and the importance of an effective complaint handling system.
- Resolve complaints early and reduce escalated complaints.
- Identify what complaints AFCA can consider.
- Understand how AFCA considers common superannuation complaints.
- Interact and engage with AFCA effectively.

Delivery mode

Four-hour face-to-face workshop, jointly facilitated by ASFA and AFCA.

Completion

Upon successful completion of the Super Complaints Handling workshop learners will receive an ASFA Certificate of Attendance.

Continuing Professional Development (CPD)

Learners receive 3 Continuing Professional Development (CPD) points upon the successful completion of the Super Complaints Handling Workshop.

Continuing Professional Development (CPD) is a career-long approach to planning, maintaining and developing knowledge and skills needed to succeed in the competitive business world. CPD is especially important for those who complete RG 146 Superannuation as it enables them to stay compliant with ASIC RG 146 and APRA's 'fit and proper' policy.

ASFA offers CPD solutions, including **courses, events, discussion groups** and **SuperCPD** – our online solution that keeps you up to date with the latest industry trends and developments.

As the peak body for the superannuation industry ASFA recommends individuals who have completed RG 146 Superannuation achieve 30 CPD points annually to maintain compliance with ASIC's requirements. Please visit the ASFA website for a comprehensive listing of **CPD activities and points**.

Fees and charges*

	Member	Non-member
Public workshop	\$495	\$570

**The above prices are inclusive of GST.*

Policies and procedures

Learners who enrol in an ASFA course are bound by our published policies and procedures, code of conduct and student handbook which can be accessed on our website at <https://www.superannuation.asn.au/learning/students>.