



ASIC checked compliance by registrable superannuation entity licensees (trustees) with enforceable requirements in Regulatory Guide 271 *Internal dispute resolution* (IDR) by collecting data on complaints. The data covers superannuation complaints (excluding death benefit distribution complaints) from:



How many complaints were recorded by the funds?

(excluding death benefit distribution complaints)



*Calculated using the number of member accounts that the funds had as at 30 June 2021

How long did complaints take to resolve?

Under RG 271, all superannuation complaints, excluding death benefit distribution complaints, must be responded to within 45 days with limited exceptions.

All funds reviewed:



Funds in the top 25%:



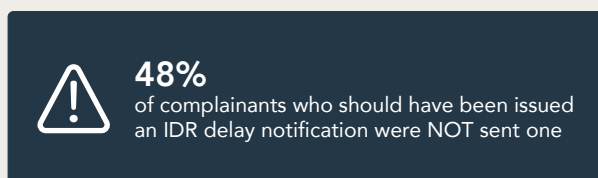
Complaints exceeding the 45-day maximum timeframe:



*as at 28 February 2022

Were complainants informed of delays?

Under RG 271, an IDR delay notification should be sent when a superannuation complaint, excluding death benefit distribution complaints, takes more than 45 days to resolve.



Across all funds reviewed

