

Complaints

We are committed to providing outstanding customer service, products and facilities. Complaints are an important part of maintaining and improving our standards. If you believe that we have not delivered to the level that you expect then we would like to hear from you.

How do I lodge a complaint?

To lodge a complaint, please contact us:

- via post, addressed to:
NSW CTP MAIA Claims
GPO Box 4091
Sydney NSW 2001
- directly via telephone to your Claims Advisor, or
- via email at ctpclaimsnsw@suncorp.com.au

When registering your complaint, please provide as much information as possible including;

1. your claim number,
2. a summary of your complaint and
3. any actions already taken to address the issue (if any).

How will my complaint be managed?

We will keep you informed in relation to the management of your complaint throughout the entire process. We endeavour to resolve all complaints in writing within 5 business days however, some complaints are very complex and may take a little time to resolve. If we cannot resolve the complaint within 5 business days, we must resolve the complaint no greater than 20 business days from the date of receipt.

Investigation

Following receipt of your complaint, we will create a complaint case and start the investigation of the issue that caused the complaint. An initial attempt to resolve your complaint should be made immediately and if your complaint cannot be resolved within one business day, it must be escalated to the next level of support such as a, Senior Claims Advisor, Technical Advisor or Team Leader.

Unresolved

If the next level of support has not resolved your request within 5 business days or, you remain dissatisfied, your complaint will be escalated to the Scheme Customer Solutions Team to manage.

The Scheme Customer Solutions Advisor will:

- contact you to advise that the complaint has been escalated to them for ongoing management;
- review all the information relevant to the complaint;
- provide a response to you within 5 business days from the day of escalation or to the agreed time frame (but no more than 20 business days from the date of receipt) and;
- keep you informed about when we expect to be in a position to resolve the complaint.

The Schemes Customer Solutions Advisor will be your contact person until your complaint is resolved or until it cannot be progressed any further.

Resolution

All complaints responses will be communicated to you in writing and where applicable, via telephone.

What if I disagree with the outcome of my complaint?

If an issue has not been resolved to your satisfaction, you can also contact the Personal Injury Commission (PIC) and their Independent Review Office (IRO) via telephone on 13 94 76, email contact@iro.nsw.gov.au or by post at Level 17, McKell Building, 2-24 Rawson Place, Haymarket NSW 2010.

