

WE AGREE WITH YOUR RIGHT TO DISAGREE

We're committed to helping you receive the best possible care and support during the life of your claim. However, from time to time, you may not agree with a decision made in relation to your claim. To make sure we act promptly to address your concerns, we have a dispute resolution process in place.

A satisfactory outcome is in everyone's interest.

THE PROCESS

If you haven't been able to resolve your dispute with the person handling your claim, a Senior Review Officer can help. Simply request the contact person listed on this notice to refer the matter to the Internal Dispute Resolution Process for review by a Senior Review Officer.

The Senior Review Officer will investigate and try to reach a satisfactory outcome. They will:

- Review the decision
- Review the material relied upon to make the decision.
- Consider any other material already on the claim file.
- Contact you and your employer to request any further material that may be relevant.

Following this review, we will:

- maintain the original decision; or
- have the decision withdrawn; or
- vary the decision

You will be advised in writing of our final decision, normally within five business days.

To lodge your dispute, please call us on 1300 365 0141 and ask to speak with a Senior Review Officer. When you contact our office, all you need is your claim number.

You may be asked to confirm the basis for your dispute in writing.

If you have had this further review and you are still unhappy with the outcome, you may file an application with the Tasmanian Civil and Administrative Tribunal (TASCAT).

Their telephone number for further advice is (03) 6166 4750.



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