



## COMPLAINT RESOLUTION

We believe the way we resolve complaints is a very important aspect of being able to deliver excellent member service. We actively encourage feedback in an effort to improve our products and services and our relationship with you. As part of this, we ensure you have access to a readily available, confidential and free complaint resolution process.

### Lodging your Complaint

There are a number of ways you can lodge a complaint including :

- ✓ Accessing the online 'Contact Us' form at [www.latrobehealth.com.au](http://www.latrobehealth.com.au)
- ✓ A call to our Member Service Centre on 1300 362 144 between 8.30am & 5.30pm  
*Please note: Any time you call our Member Service Centre call recording is activated.  
You are at any time able to request that call recording be turned off.*
- ✓ In person at one of our branches between 9am & 5pm  
(Bairnsdale, Traralgon, Moe, Morwell)
- ✓ By email to [info@lhs.com.au](mailto:info@lhs.com.au)
- ✓ In writing to our Member Services Manager  
Latrobe Health Services  
Reply Paid 41  
Morwell 3840

### Latrobe's commitment to responding to you

When you raise a complaint with us, we will always attempt to address it at the first point of contact. If this cannot be achieved, we will aim to respond to you within 3 working days.

This response will :

- ✓ Provide a resolution for straight forward complaints; or
- ✓ Provide an outline of the next steps and/or to seek further information from you for more complex complaints.

For more complex complaints, we will aim to reach a resolution with you within 21 days of receiving the complaint from you. We will make available any information you require during the process of resolving your complaint.

### What if I am not satisfied with the resolution to my complaint?

If you are not satisfied with the resolution provided, you should request that your complaint be re-assessed using one of the above contact options. A response will be provided to you within 2 working days, including an outline of any remaining options and reasoning for the outcome.

If again, you are not satisfied with the resolution, using one of the above contact options you may request that your complaint be escalated to the Chief Operations Officer for a final decision.

This final decision, including reasoning, will be communicated to you in writing within 10 working days of receipt of the escalated complaint.

### Who else can I talk to about my unresolved complaint?

In the unlikely event that you remain unsatisfied with our proposed resolution, you have the right to access the Private Health Insurance Ombudsman (PHIO).

PHIO can be contacted :

- ✓ In writing to Private Health Insurance Ombudsman  
Office of the Commonwealth Ombudsman  
GPO Box 442  
Canberra ACT 2601
- ✓ Complaints hotline 1300 362 072 (select option 4 for Private Health Insurance)
- ✓ Facsimile: 02 6276 0123
- ✓ Email: [phio.info@ombudsman.gov.au](mailto:phio.info@ombudsman.gov.au)

If you are deaf, hearing or speech impaired, you should contact PHIO through the National Relay Service on 133 677.

If you are unable to speak English, you should contact PHIO through the Translating and Interpreting Service on 131 450.

We encourage you to have available your membership number, address and contact phone numbers or include this detail in writing or via email.

### Your Privacy

We are committed to protecting your personal information however, in the course of resolving your complaint, your information may need to be made available to a third party. This will only occur for the purposes of resolving your complaint. For more information on our approach to managing your Privacy, please refer to

[www.latrobehealth.com.au](http://www.latrobehealth.com.au)