

Disputes and complaints

Throughout the life of your claim, your Claims Consultant will need to make decisions about your benefit entitlements. For example, whether treatment is reasonable and necessary, whether you were at fault or how much you receive in income benefits. There may be times when you don't agree with these decisions.

If you don't agree with a decision your Claims Consultant has made, the simplest and fastest way to resolve a dispute like this is to talk to us first. Your Claims Consultant may be able to provide further details about how a decision was made.

If you disagree with the decision made by your Claims Consultant, you may be entitled to request an internal review of the decision.

The internal review team are independent of your Claims Consultant and can review the decision.

You can request an internal review by contacting our internal review team directly at this email (CTPClaimsInternalDisputes@iag.com.au) or telephone number (02 8661 7490).

Complaints

We're committed to helping you receive the best possible care and support during the life of your claim. However, from time to time, issues can arise.

If you're unhappy about how we've dealt with you or your claim, and would like to make a complaint, you can raise the issue with your Claims Consultant. This provides an opportunity for us to address your concerns promptly.

If you're still unsatisfied, you can also ask for your complaint to be escalated to a Team Leader or you can contact our CTP Disputes Resolution team on these contact numbers (1300 442 680) or via email at the following address

CTPCustomer.Resolutions@iag.com.au.

For more information, you can visit our website.

If you feel your concerns have not been resolved by us, you can contact the Independent Review Office (IRO). The IRO is an independent body operated by the NSW government. You can make complaint with the IRO using an online form on their website (www.iro.nsw.gov.au).