

Disputes and 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, complaints or disputes can arise.

If you're unhappy about how we've dealt with you or your claim, and would like to make a complaint or dispute, you can do so with your Claims Consultant as this provides us with an opportunity to address it promptly.

If you're not satisfied after raising your complaint or dispute with your Claims Consultant, you can ask for it to be escalated to a Team Leader. If you are still not satisfied with the outcome, you may request an internal review of the decision and/or attend a conciliation conference.

Whilst we're here to assist you throughout the life of your claim, you also have the option to seek legal advice. More information is available on the Law Society of South Australia website (www.lawsociety.sa.asn.au), where you may also be able to find a specialist personal injury lawyer.

For more information, you can also visit our website www.nrma.com.au.