

Customer Service & Complaints Management

Authorised Provider – NSW Workers Compensation





OUR COMMITMENT TO YOU

Allianz strives to deliver superior customer service by treating our customers with courtesy and respect while responding promptly, with empathy, honesty and professionalism.

As an Authorised Provider in the NSW Workers Compensation Scheme, we are committed to the principles of fairness and equality.

Allianz Customer Experience Principles

Our Customer Experience Principles are our guide to consistent service delivery and through these we seek to ensure customers have a high quality experience whenever they contact Allianz.



These are aligned with icare's customer service conduct principles. For further information, please follow the link below:

<https://www.icare.nsw.gov.au/about-us/core-services-information>

Net Promoter Score (NPS)

We use NPS surveys to understand how we can improve our customer experience. The NPS program deploys a comprehensive number of NPS surveys to customers and stakeholders in the NSW workers compensation scheme, including workers, employers and third party providers, including legal and medical practitioners.

Surveys provide a voice for you that help Allianz implement meaningful improvements by utilising the information about our service delivery. Through regular reviews of positive and negative feedback we are able to continuously improve service to our customers.

Complaints

Complaints are managed in line with the icare NSW (Insurance & Care) Customer Complaint commitment to seek to achieve the following:

- Resolving your issue,
- Respecting you and making sure you're understood,
- Guiding you with a plan,
- Always doing what we say we will.

How we measure our service

Our commitment

If you experience a problem, or you're dissatisfied in any way it's important we hear about it. We'll take your complaint seriously and will work with you to address your complaint quickly in a fair and transparent way.

What we ask of you

In order for us to do the best that we can to achieve the result that you expect, there are a few things we hope you'll help us with:

Be polite: We ask that you communicate with respect. Any abusive, offensive or threatening language will not be tolerated.

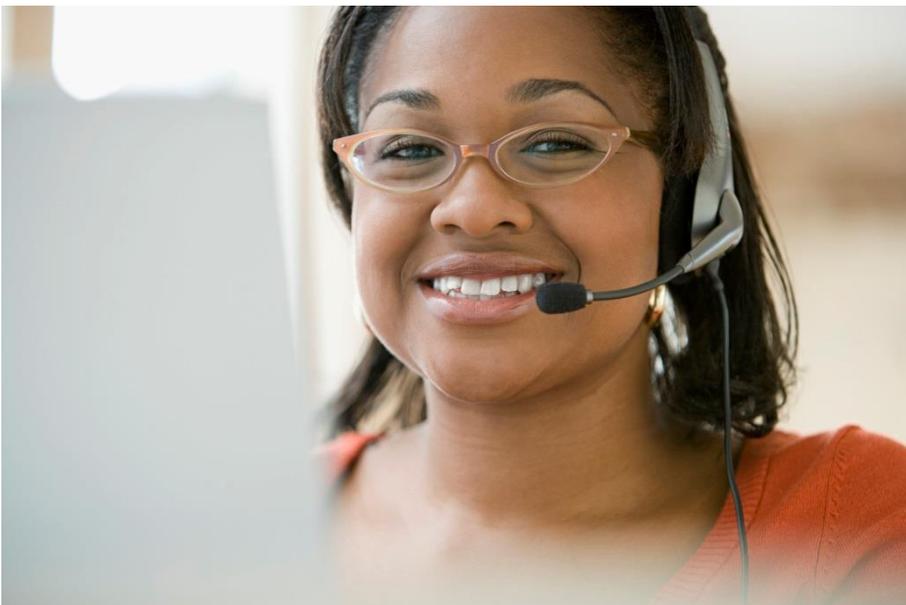
Be honest: It helps you and your claim if we have all the facts and documents; please don't leave anything out or make any false statements.

Cooperate: Please provide the best information you can to help us efficiently understand your situation to support your successful return to health.

Be clear: Please try to focus on the facts that are relevant to your complaint. Communicating clearly will help us correctly understand your situation as soon as possible.

Be realistic: Please think about the outcome that can be sensibly achieved in the circumstances. We'll let you know what we can realistically do by when. We ask that you recognise that we'll do our best within the law, with the resources available to us.

Be aware: Allianz takes threats seriously. Any communication containing threats or advocating illegal actions will be reported to the NSW Police for investigation and restrictions may be placed on you communicating with Allianz.



Complaint Management

STEP 1

Your case manager (or other nominated contact point) is your first point of contact for all complaints. They are familiar with your circumstances and are trained to action or escalate your concerns.

STEP 2

If you are not satisfied with your case manager's initial response to your complaint you can request your complaint to be escalated to a Team Leader as per the complaints escalation process included in this document by contacting Allianz by phone on 1300 130 664 or email to nswwc_customerservice@allianz.com.au.

STEP 3

If we are unable to resolve your complaint or concerns at any time, you can contact Insurance & Care NSW (icare) on 13 99 22, email wiclaimsenquiries@icare.nsw.gov.au, or visit the website at www.icare.nsw.gov.au/contact-us/complaints/.

STEP 4

All enquiries and complaints from workers, if not resolved at Step 3 can be directed to the Independent Review Office (IRO) on 13 94 76 or visit their website at www.iro.nsw.gov.au for assistance.

IRO also administer the Independent Legal Assistance and Review Service (ILARS) which provides funding for legal costs for workers. This includes paying for legal costs, medical reports and reasonably necessary incidental expenses. Further information is available at their website at www.iro.nsw.gov.au.

Complaint about your Employer or Service Provider

If you have a complaint about your employer or service provider (e.g. Medical Practitioner, Rehab Provider etc.), you may seek assistance from the State Insurance Regulatory Authority (SIRA) on 13 10 50 or via email to contact@sira.nsw.gov.au or visit their website at www.sira.nsw.gov.au.

Other useful contacts

Personal Injury Commission (PIC)

An independent statutory tribunal within the justice system in New South Wales who resolves disputes about Workers Compensation between injured Workers and Employers. PIC can be contacted on 1800 742 679.

NSW Ombudsman

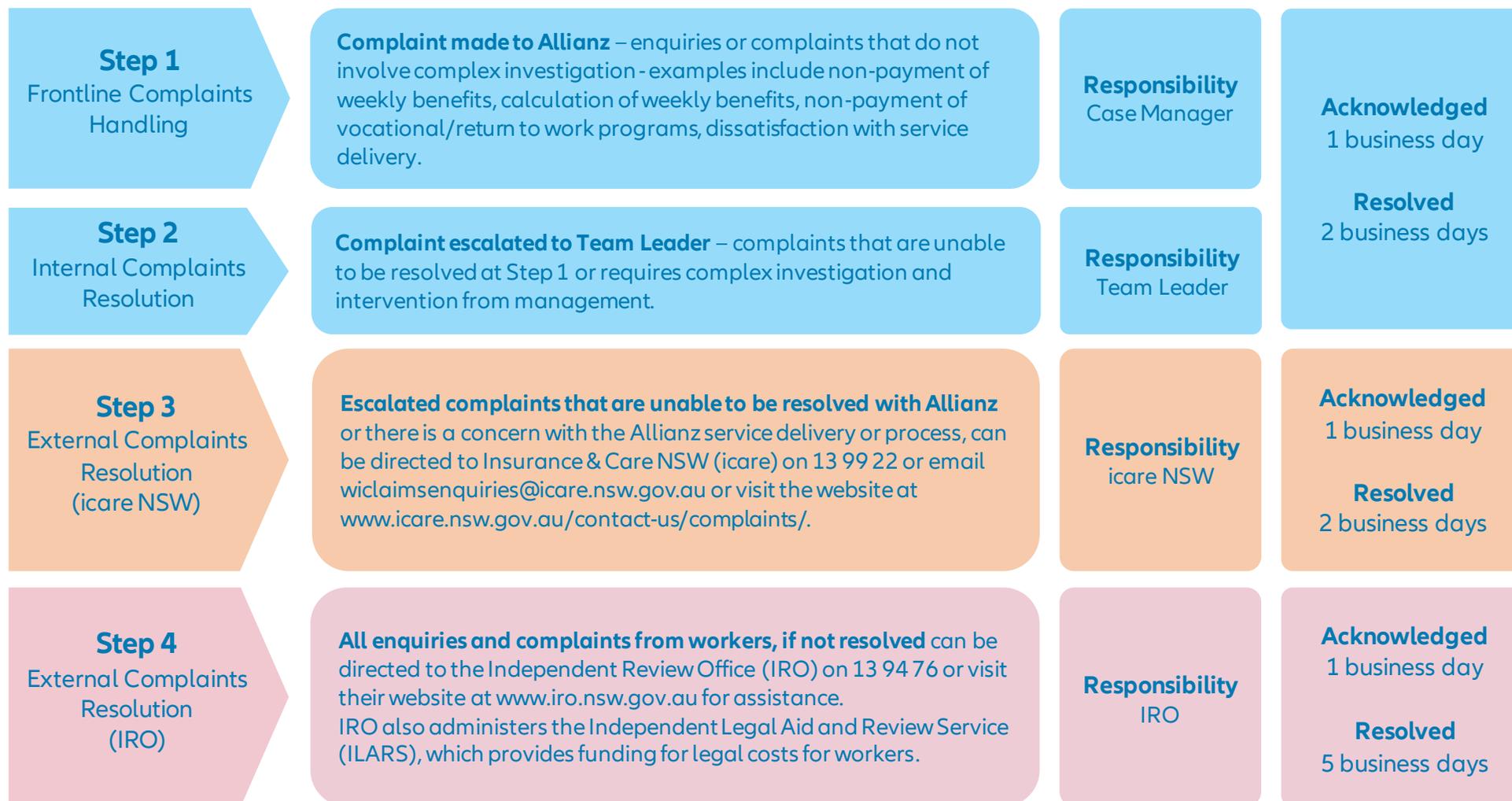
An independent and impartial watchdog who can investigate the conduct over most government agencies and some private sector agencies in NSW. NSW Ombudsman can be contacted on 02 9286 1000.

Where you can get other assistance

Department of Human Services issues payments for many government agencies including Centrelink and Medicare. They offer support including government payments, job seeking assistance, skill development and payment of medical expenses. For more information about these services go to www.my.gov.au and create a MyGov account. You may also call 13 24 68.

How to lodge a complaint

Allianz Authorised Provider NSW Workers Compensation Complaints Escalation Process



Complex Customer Behaviour

Complex customer behaviour is any behaviour by a current or former customer which, because of the nature or frequency, raises substantial health, safety, resource or equity issues for Allianz, our employees, other service users and customers, or the complainant themselves.

We view abuse, threat, intimidation or harassment of our employees as unacceptable behaviour. If a customer exhibits behaviour which is considered unacceptable, we may:

- Give them a warning.
- Set limits or conditions on their contact with us.
- Cease all direct contact with the customer.

A decision to have no further contact with a customer will only be made if it appears that the customer is unlikely to modify their behaviour and/or their behaviour poses a significant risk to employees or other parties because it involves one or more of the following types of behaviour:

- Acts of aggression, verbal and/or physical abuse, threats of harm, harassment, intimidation, stalking, assault.
- Damage to property while on Allianz premises.
- Threats with a weapon or any item that can be used to harm another person or themselves.
- Physically preventing an employee from moving around freely either within their office or during an off-site visit.
- Behaviour that is otherwise unlawful.

Allianz provides notification to icare on a quarterly basis to advise of any customers demonstrating complex, challenging, unreasonable or vexatious behaviour and any restrictions applied to customers to manage behaviour and ongoing contact.

Managing Complex Customer Behaviour

Privacy Policy

Protecting the privacy and the confidentiality of our customers' personal information is important to us, as it is fundamental to the way we conduct business. Allianz is sensitive to privacy issues and treats the ongoing trust our customers have placed in us very seriously. For more information please refer to our online Privacy Policy located at www.allianz.com.au/about-us/privacy



Your
Privacy

We value your feedback

We welcome your feedback, be it a suggestion, comment, compliment or complaint. It will help us improve our services or correct a problem, which we may have been unaware.

Direct feedback to Allianz is always welcome through any means including:



Phone

1300 130 664



Online

<http://www.allianz.com.au/contact>



Email

nswwc_customerservice@allianz.com.au



Post

GPO Box 5429 Sydney NSW 2000



In person

2 Market Street, Sydney NSW 2000

This customer service & complaints management model is in line with the following:

- AUS/NZ Standard 'Guideline for Complaints Management in Organizations AS/NZS 10002-2014'.
- NSW Financial Ombudsman 'Unreasonable Complainant Conduct Manual 2012'.
- Icare NSW 'Handling Customer Complaints'.

