

QLD CTP

Complaints Management Brochure



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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.

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

If we're unable to resolve your complaint on the spot, we'll provide you with a complaint reference number.

During the complaints process, we'll provide you with the name and contact information of the person handling your complaint



How we measure our service

Our ambition is to provide a positive difference to our customers by listening and acting to their needs. We measure customer satisfaction by inviting our customers to complete an online survey. This feedback helps us understand customer needs to enhance your overall experience.

Our Customer Experience Measurement provides a voice for you. It helps us implement meaningful improvements by using the information received through customer feedback channels about our service delivery. This includes recording and analysing information received through:

- Complaints Handling Process
- Customer satisfaction surveys
- Positive feedback (compliments)

Complaint management

Our commitment

At Allianz, we do all we can to ensure the experience with us is positive. Unfortunately, despite our best efforts, sometimes things go wrong and customer expectations may not be met.

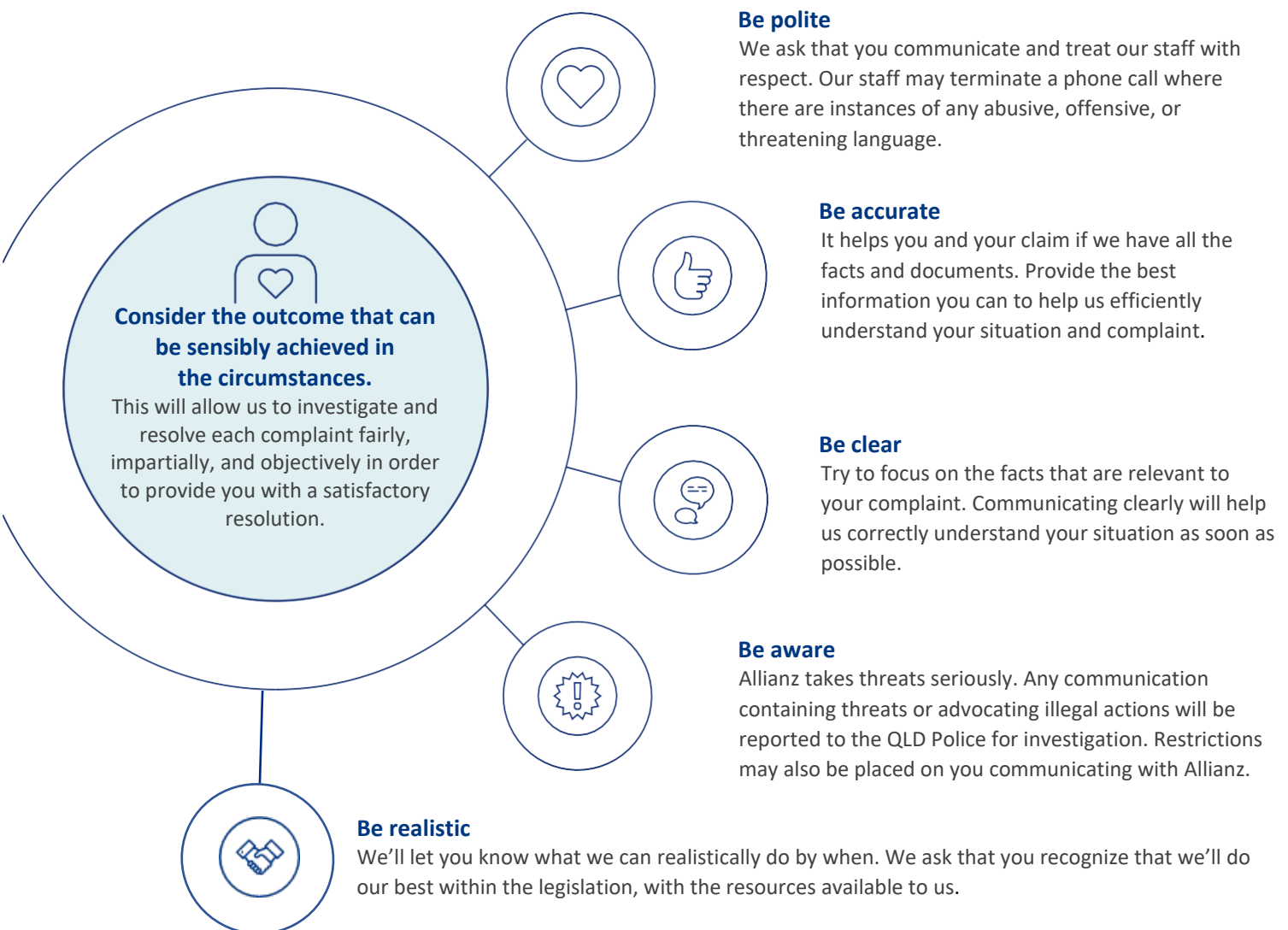
We believe that an important part of customer care is responding to and resolving customer complaints quickly and effectively. If you experience a problem or you're dissatisfied, it's important we hear about it.

Complaints are managed in line with the Civil Liability Act 2003, Civil Liability Regulation 2014, Motor Accident Insurance Act 1994, and Motor Accident Insurance Regulation 2018. We'll ensure that we:

- acknowledge that we've received your complaint
- respect you and make sure you're understood
- keep you informed of the progress of your complaint
- work with you to help to resolve your complaint

What we ask of you

In order for us to do the best that we can in responding to your complaint, there are a few things we hope you'll help us with:



How to lodge a complaint / Our Complaints Handling Process



STAGE 1

We'll respond within **15 business days** of receiving the complaint and provide a final written response within **30 business days**. If we can't respond to your complaint within 15 business days because further information or investigation is required, we'll notify you within the 15 days and agree on a reasonable alternative time frame.

Step 1

Your Claims Consultant is your first point of contact for all queries. They're familiar with your circumstances and trained to action or escalate your concerns.

Step 2

If you aren't satisfied with your Claims Consultant's initial response to your complaint, we encourage you to discuss the matter directly with your Claims Consultant's Team Manager.

Step 3

If you're still dissatisfied, the complaint can be elevated to the State Claims Manager. If you aren't satisfied with our response to your complaint, it may be progressed to Stage 2. We'll let you know who to contact for this review.



STAGE 2

Internal Review

If you still disagree with a decision we have made, you're able to have the decision reviewed by one of our internal Dispute Resolution Officers who has the appropriate experience, knowledge, and authority. This officer is from a different team to the one managing your claim. All relevant information relating to the decision you're disputing will be sent to the Dispute Resolution Officer. They'll review all information to make a determination and contact you directly within 15 business days advising if they consider the determination was appropriate or to make an alternate determination.

Where to direct your complaint:

Type of complaint	Who to contact
Our conduct or decisions	Allianz
Your legal representative	Queensland Law Society (QLS) or Legal Services Commission (LSC)
A medical practitioner	Relevant health authority
Unresolved complaints regarding claims decisions	Relevant external body for review or Court for adjudication
Unresolved breach of our obligations or conduct that you consider is contrary to the provisions of the Motor Accident Insurance Act 1994	MAIC

Customers in need of further assistance and support

Contact the CTP Regulator

If you aren't satisfied with the outcome of your complaint after exhausting Stage 1 and Stage 2, you can contact the CTP Insurance Regulator on their website or via email maic@maic.qld.gov.au

Assistance and support

We understand you might be experiencing difficult circumstances at various stages throughout your claim, and we're ready to provide you with help and support during this time. When working with you, we'll uphold the values of respect, compassion, sensitivity, diversity, and inclusion.

If you need support from someone else, such as a lawyer, consumer representative, interpreter, family member, or friend, let us know and we'll do our best to help. We may also provide assistance with completing a form, lodging a complaint, or engaging a support person. Contact your Case Manager if you require support.

If you're in need of financial support, your bank may be able to help provide relief for your mortgage payments or support you in other ways. If you're finding it tough to pay your bills, give your utility company a call. They may also be able to help.

Always call 000 if you or your family are in immediate danger

Support Services

If you need extra support, there are a range of support services that can help no matter your situation. Don't hesitate to reach out to the following organisations for more information, tools, and services that may be available to you:



Translation and interpreting

Call **131 450** and ask to be connected to **Allianz Australia Limited – QLD CTP Claims**

1800RESPECT

National 24-hour domestic and family violence and sexual assault line.

Call **1800 737 732**
www.1800respect.org.au

MensLine Australia

24/7 support, information, and referral service for men with family and relationship issues.

Call **1300 78 9978**
www.mensline.org.au

Deaf Connect, website for interpreters
www.deafconnect.org.au

Lifeline

24/7 counselling and referral service for people in a crisis.

Call **13 11 14**
www.lifeline.org.au

National Debt Helpline

Financial counselling is a free, confidential service to help people in financial difficulty.

Call **1800 007 007**

Vision Australia, website for adaptive resources
www.visionaustralia.org

Beyond Blue

24/7 support to people experiencing anxiety or depression.

Call **1300 224 636**
www.beyondblue.org.au

Community Legal Centres Australia

A non-for-profit community organisation providing legal and related services to the public.

www.clcs.org.au

We value your feedback

We're here to answer your questions and respond to your feedback, be it a suggestion, compliment, or complaint, as it will help us improve our services. To further improve your customer experience you may from time to time receive a customer satisfaction survey, which we encourage you to complete.

In the event you're dissatisfied with our services, we aim to resolve any issues as quickly as possible and welcome any feedback through the following:



Phone

(07) 3023 9006



Online

www.allianz.com.au/contact-us.html



Email

qldctpclaimcomplaint@allianz.com.au



Post

GPO Box 2226 Brisbane QLD 4001



Your privacy

Protecting the privacy and the confidentiality of our customers' personal information is important to us, as it's 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, refer to our [Privacy Policy](#).

