



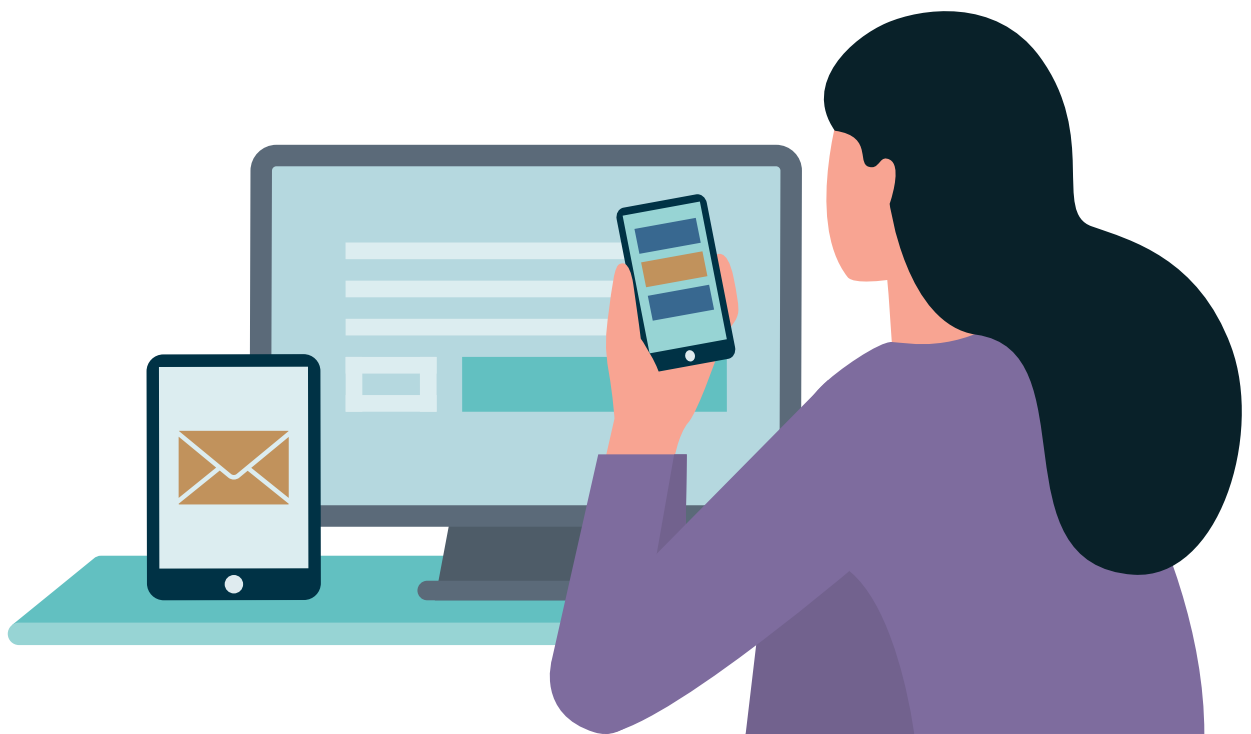
# Customer Service & Complaints Management

NOMINAL INSURER: NSW WORKERS COMPENSATION



# Getting started

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# Our commitment to you

At Allianz, we're committed to helping secure the futures of our customers and employees with the highest standard of conduct and ethical behaviour.

We strive to deliver superior customer service by treating our customers with courtesy and respect while responding in an honest, fair, efficient, transparent, and timely manner.

As a Claims Service Provider in the NSW Workers Compensation Scheme, we're committed to the SIRA Customer Service Conduct Principles, which are our guide to consistent service delivery, and through these we seek to ensure customers have a high-quality experience whenever they contact Allianz.



## The customer service conduct principles we abide by are:

1. Be efficient and easy to engage with
2. Act fairly, with empathy and respect
3. Resolve customer concerns quickly, respect customers' time and be proactive
4. Have systems in place to identify and address customer concerns
5. Be accountable for actions, and honest in interactions, with customers

These are aligned with icare's customer service conduct principles.



For further information, visit **icare NSW**.

## 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.

Where possible, complaints will be managed and resolved at the first point of contact. When complaints can't be resolved at the first point of contact, they'll be prioritised in accordance with the urgency of your needs to ensure we:

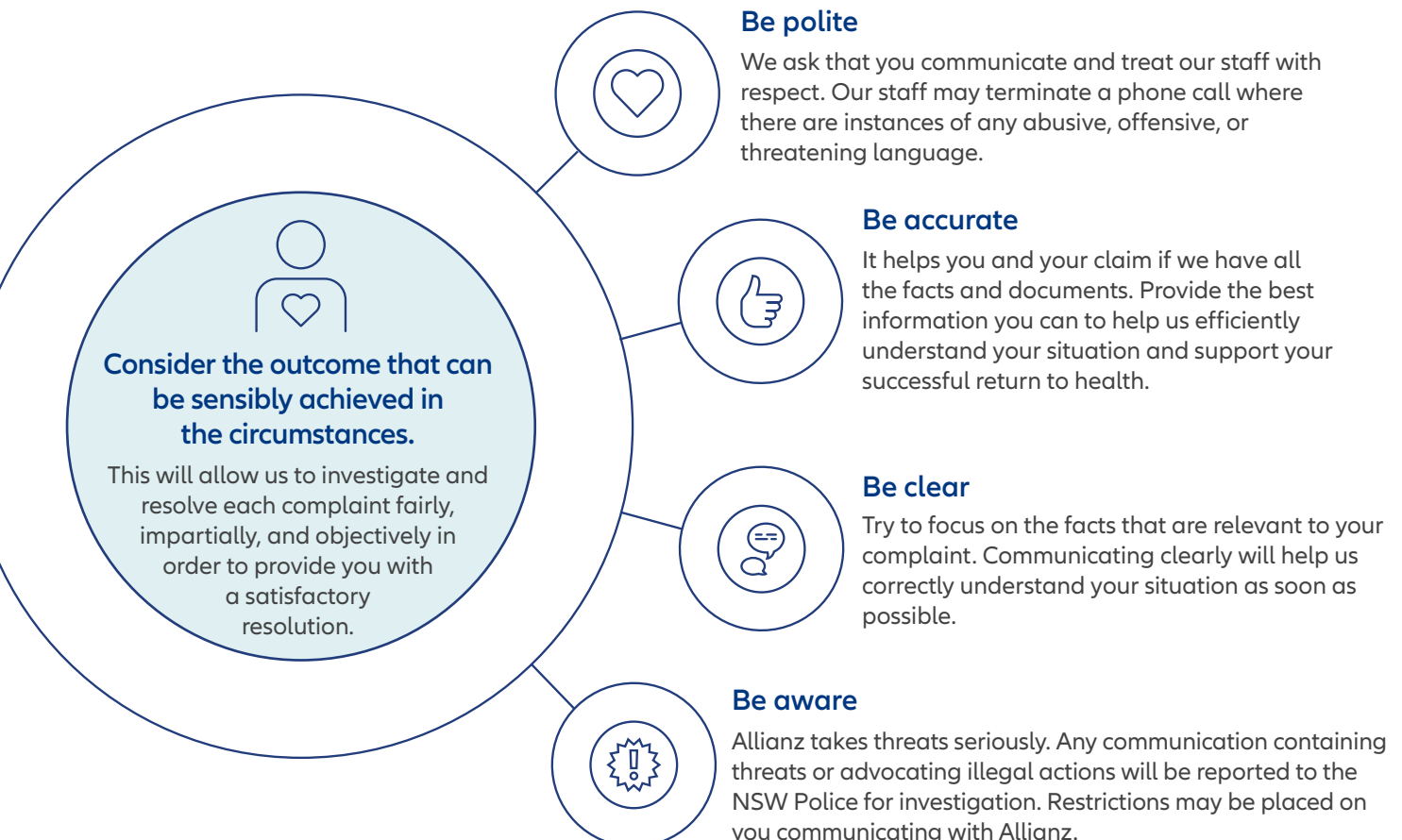
- acknowledge that we've received your complaint
- respect you and make sure you're understood
- keep you informed of the progress of your complaint
- work with you to resolve your complaint



Complaints are managed in line with the icare NSW (Insurance & Care) Customer Complaint commitment. For further information, visit [icare NSW](#).

## 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:



# How to lodge a complaint



## Step 1

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



## Step 2

If you aren't satisfied with the initial response received from Allianz to your complaint, you can request your complaint to be escalated as per the complaints escalation process included in this document. You can contact Allianz on **133 259**, [customerinsightsPI@allianz.com.au](mailto:customerinsightsPI@allianz.com.au) or via our [website](#).



## Step 3

If we're unable to resolve your complaint or concerns at any time, you can contact Insurance & Care NSW (icare) on **13 99 22**, [wiclaimsenquiries@icare.nsw.gov.au](mailto:wiclaimsenquiries@icare.nsw.gov.au), or visit the [icare website](#).



## Step 4

All enquiries and complaints from our customers, if not resolved at Step 3, can be directed to the Independent Review Office (IRO) at **13 94 76** or visit the [IRO website](#).

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, visit the [IRO website](#).

## 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**, [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au) or via the [SIRA website](#).

## 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 **1800 451 524** or [info@ombo.nsw.gov.au](mailto:info@ombo.nsw.gov.au)

### Where you can get other assistance

Services Australia 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 contact **13 24 68** or visit [MyGov](#).

# Allianz Nominal Insurer NSW workers compensation complaints handling process



## Step 1 – Frontline complaints handling

**Complaint made to Allianz:** enquiries or complaints that don't involve complex investigation - examples include non-payment of weekly benefits, calculation of weekly benefits, non-payment of vocational/return to work programs, dissatisfaction with service delivery.

### Responsibility

Allianz

### Acknowledged

1 business day

### Resolved

1 business day



## Step 2 – Internal complaints resolution

**Complaint escalated to management:** complaints that are unable to be resolved at Step 1 or require complex investigation and intervention from management.

### Responsibility

Allianz

### Acknowledged

1 business day

### Resolved

2 business days



## Step 3 – External complaints resolution (icare NSW)

**Escalated complaints that are unable to be resolved with Allianz** or concerns with the Allianz service delivery or process, can be directed to Insurance & Care NSW (icare) at **13 99 22**, [wiclaimsenquiries@icare.nsw.gov.au](mailto:wiclaimsenquiries@icare.nsw.gov.au) or the **icare website**.

### Responsibility

icare NSW

### Acknowledged

1 business day

### Resolved

5 business days



## Step 4 – External complaints resolution (IRO)

**All enquiries and complaints from our customers, if not resolved**, can be directed to the Independent Review Office (IRO) at **13 94 76** or the **IRO website**. IRO also administers the Independent Legal Aid and Review Service (ILARS), which provides funding for legal costs for workers.

### Responsibility

IRO

### Acknowledged

1 business day

### Resolved

5 business days

# Managing unreasonable customer conduct



## Unreasonable customer conduct

Unreasonable customer conduct 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.

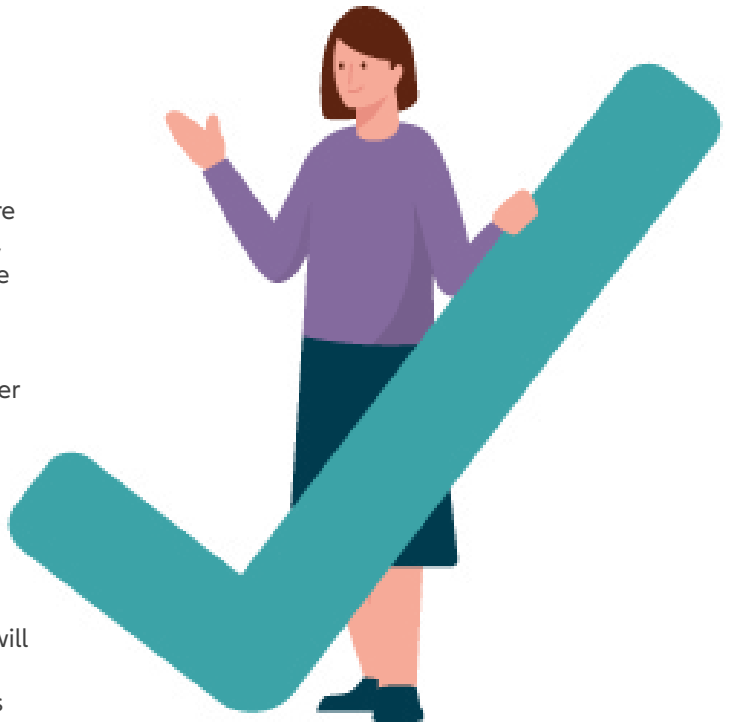
We view abuse, threat, intimidation, or harassment of our employees as unacceptable behaviour. If a customer exhibits behaviour which is considered unacceptable, we may:

- 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. This can involve 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 monthly to advise of any customers demonstrating complex, challenging, unreasonable behaviour, and any warnings or restrictions applied to customers to manage behaviour and ongoing contact.



# Customers in need of further assistance and support



## 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 services

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

### Deaf Connect, website for interpreters

[www.deafconnect.org.au](http://www.deafconnect.org.au)

### Vision Australia, website for adaptive resources

[www.visionaustralia.org](http://www.visionaustralia.org)

### National Relay Service

[www.accesshub.gov.au](http://www.accesshub.gov.au)

### 1800RESPECT

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

Call 1800 737 732

[www.1800respect.org.au](http://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](http://www.mensline.org.au)

### Lifeline

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

Call 13 11 14

[www.lifeline.org.au](http://www.lifeline.org.au)

### Beyond Blue

24/7 support to people experiencing anxiety or depression.

Call 1300 224 636

[www.beyondblue.org.au](http://www.beyondblue.org.au)

### National Debt Hotline

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

Call 1800 007 007

[www.ndh.org.au](http://www.ndh.org.au)

### Community Legal Centres Australia

A not-for-profit community organisation providing legal and related services to the public.

[www.clcs.org.au](http://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.

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 channels below. To further improve your customer experience you may from time to time receive a survey, which we encourage you to complete.



**Phone**  
133 259



**Online**  
[www.allianz.com.au/contact-us.html](http://www.allianz.com.au/contact-us.html)



**Email**  
[customerinsightsPI@allianz.com.au](mailto:customerinsightsPI@allianz.com.au)



**Post**  
GPO Box 5429 Sydney NSW 2000



**In person**  
10 Carrington Street, Sydney NSW 2000



# Your privacy

## Privacy Policy

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](#).



### **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, AS/NZS 10002:2022.
- NSW Financial Ombudsman 'Managing unreasonable conduct by a complainant 2021'.
- Icare NSW 'Handling Customer Complaints'.

Allianz Australia Workers' Compensation (NSW) Limited ABN 17 003 087 545