

Summary

Objective

Different ACC groups are responsible for managing different types of complaints. This policy outlines the roles, responsibilities and expected outcomes for each group, and the rules about ownership of complaint information and assigning complaints.

Owner

Name withheld

Expert

Name withheld

Policy

1.0 Role

- a ACC business units, Accredited Employers (AEs) and Third Party Administrators (TPAs).

2.0 Responsibility

- a You must:
 - listen to the client and seek to understand what their concerns are
 - gather information and think about your approach to a resolution
 - respond to the client in a timely manner
 - escalate to the Customer Resolution team if multiple or complex issues are raised, or if the client has made a complaint under the Code of ACC Claimants' Rights
 - work with the Customer Resolution team to resolve client concerns.

3.0 Expectation

- a You must:
 - capture feedback information including complaints, and document it on Eos
 - make contact with the client
 - resolve concerns to the client's satisfaction within the parameters of the legislation, if possible
 - consider resolution outcomes that do not strictly fall within the parameters of the legislation, but are realistic and will achieve a meaningful resolution for ACC and the client
 - consider any recommendations given by the Customer Resolution team.

4.0 Customer Resolution - Role

- a Customer Resolution staff must assist clients, business units, Accredited Employers and Third Party Administrators achieve an outcome for client issues.

5.0 Customer Resolution - Responsibility

- a You must:
 - work in partnership with clients and staff
 - investigate complaint issues
 - issue written outcomes or decisions under the Code of ACC Claimants' Rights
 - approve services in line with delegations to resolve minor client concerns, such as one-off taxis or bank dishonour fees
 - support business units to restore relationships with clients
 - work in partnership with the Remote Claims Unit to resolve concerns and complaints raised by risky clients
 - gather information from the client to clarify their concerns and identify the resolution/s they would like
 - check information on Eos
 - consider policy, procedures and legislation
 - advise business units of the concerns and confirm the processes, expectations and timeframes for outcomes
 - develop a planned approach for a resolution of concerns
 - negotiate and recommend resolution outcomes with business units for complaints and review applications
 - document all contact information, investigation and documents on Eos
 - uphold the standards of the Code of ACC Claimants' Rights

6.0 Expectation

- a You must achieve an outcome when:
 - the concern is straightforward, can be dealt with easily and resolved by making one or two phone calls
 - the concern involves an urgent matter relating to entitlements or treatment
 - it's not clear which business unit or case owner should manage the issue.