

Summary

Objective

ACC, Accredited Employers (AE) and Third Party Administrators (TPA) must meet their obligations when managing complaints.


Owner Name withheld


Expert Name withheld

Policy

1.0 Rules for managing complaints

The...	must...	within...
Customer Resolution team or managing Business Unit	contact the client	two working day of receiving the complaint If we cannot contact the client by phone within this timeframe we must try again within two working days
Customer Resolution team or managing Business Unit	try to resolve the issue	four working days, or more if agreed to by the client
Business Unit	escalate to the Customer Resolution team if: <ul style="list-style-type: none"> the issue is getting complex the client is talking about breaches of the Code the client wants the complaint escalated 	one working day
Customer Resolution	acknowledge the complaint	one working day of registering the complaint
Customer Resolution	gather information on the ACC7407 Complaint Investigation issue history form and liaise with ACC staff to resolve the issue/s	no set timeframes apply
Customer Resolution	issue a decision letter when the investigation is complete	20 working days, or the timeframe specified in the acknowledgement letter
Business unit, AE, or TPA	implement the agreed resolution and notify Customer Resolution when complete	the timeframe agreed with Customer Resolution
Customer Resolution	complete a post-investigation follow up (PIFU)	three working days after the resolution is implemented

 Rules for managing complaints Policy.PNG

 ACC7407 Complaint investigation issue history