



Dispute Handling Process – Home Warranty Insurance

At CGU, our aim is to provide transparent processes, if in the event that you are not satisfied with our service, products or the service of one of our authorised representatives / brokers, loss adjusters or investigators or our decisions on your claim, then we welcome your feedback.

Therefore, if you have a complaint you can contact our Home Warranty Office on 131 026 or email us at home.warranty@cgu.com.au and our staff will help in anyway they can. If they are unable to provide you with a satisfactory outcome, they will refer it to their immediate manager to deal with the matter.

If the manager cannot resolve your case, it can be escalated to our internal disputes resolution process. We will then log your complaint on our disputes database and it will be sent to the Disputes Resolutions Officer, which is a free service to you.

Internal Disputes Process in brief

Level 1	This is where you advise our staff on 131 026, and if you are not satisfied it is referred to their immediate team leader/supervisor/manager.	
Level 2	Level 1 did not resolve your dispute - it is escalated to a Disputes Resolutions Officer.	
Level 3	If your dispute is still not resolved internally, you may pursue the matter externally by contacting:	
	NSW	NSW Civil & Administrative Tribunal 1300 135 399
	VIC	Victorian Civil & Administrative Tribunal 03 9628 9999
	WA	State Administrative Tribunal 08 9219 3111
	SA	Consumer & Business Services 131 882
	ACT	Fair Trading 02 6207 3000
	TAS	Consumer Affairs and Fair Trading 1300 654 499