

WE AGREE WITH YOUR RIGHT TO DISAGREE

We're committed to helping you receive the best possible care and support during the life of your claim. However, from time to time, you may not agree with a decision made in relation to your claim. To make sure we act promptly to address your concerns, we have a dispute resolution process in place.

A satisfactory outcome is in everyone's interest.

THE PROCESS

If you haven't been able to resolve your dispute with the person handling your claim, a senior officer can help. Simply request the senior officer listed on this notice to refer the matter to the Internal Dispute Resolution Panel.

The Panel will investigate and try to reach a satisfactory outcome. They will:

- Review the material relied upon to make the decision.
- Consider any other material already on the claim file.
- Contact you and your employer to request any further material that may be relevant.

You will be advised in writing of our final decision, normally within five working days.

Contact Name

Telephone Number

When you contact our office, all you need is your claim number.

If you have had this further review and you are still unhappy with the outcome, you may file an application with your relevant state authority.

ACT

WorkSafe ACT.

Their telephone number for further advice is 13 22 81.

NT

NT WorkSafe, the administrative arm of the Work Health Authority and administrators of the Return to work Act on behalf of the NT Government.

Their telephone number for further advice is 1800 250 713.

Tasmania

The Workers Rehabilitation and Compensation Tribunal.

Their telephone number for further advice is (03) 6233 4697.

WA

WorkCover WA.

Their telephone number for further advice is 1300 794 744.



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Insurance Australia Limited
ABN 11 000 016 722
trading as CGU Workers Compensation