Feedback and complaints

We're here to help, and we value what you have to say about the quality of our service. If we've exceeded your expectations or we haven't met them, we hope to hear from you straight away.

Providing feedback will not affect your relationship with us or the services we pay for. Sharing your experience can help us fix problems and improve services.

Let's talk about it

If you're unhappy about something or wish to make a complaint, talk to your CTP Care contact or any other person you've been talking to at icare. They may be able to sort out your concerns immediately.

If you'd prefer to speak to someone else, you can also phone, post or email us using the details below:

Phone: 1300 738 586

Email: feedback.ctpcare@icare.nsw.gov.au

Mail: Scheme Integration & Resolution Team
CTP Care
GPO Box 4052
Sydney NSW 2001

Website: www.icare.nsw.gov.au

What help can I get to make a complaint?

Your family member, friend or representative can talk to us on your behalf.

You can also make a complaint in your preferred language. Let us know if you'd like to use an interpreter to speak to us or if you'd like any documents translated. You can also call Associated Translators and Linguists on (02) 9231 3288.

When will you respond to my complaint?

We aim to get back to you within five business days of receiving your complaint. We'll provide you with the outcome within 20 business days from when we first received your complaint.

You can also give anonymous feedback; however, we won't be able to tell you the outcome of any action we have taken.

Who should I contact if my complaint is not resolved?

The Scheme Integration & Resolution Team can review your complaint if you're unhappy with the response you receive. You can ask your CTP Care contact to refer you to the Scheme Integration & Resolution Team and/or have your complaint considered by a senior representative. Call our switchboard on 1300 738 586 or email feedback.ctpcare@icare.nsw.gov.au.

If you feel the Scheme Integration & Resolution Team hasn't sufficiently or fairly dealt with your complaint, you can take your complaint to the Independent Review Office (IRO) or the NSW Ombudsman. The IRO is an independent government agency that deals with complaints from injured persons about their motor accident insurer. If at any stage you're not happy with the management of your injury, you can contact the IRO directly by:

Independent Review Office

Phone: 13 94 76

Email: complaints@iro.nsw.gov.au

Website: www.iro.nsw.gov.au

NSW Ombudsman

Phone: (02) 9286 1000

Toll free: 1800 451 524

Website: www.ombo.nsw.gov.au

State Insurance Regulatory Authority

For general information and support about your CTP claim or to access the *Motor Accident Injuries Act 2017* and all State Insurance Regulatory Authority (SIRA) Motor Accident Guidelines, please contact SIRA's help centre, CTP Assist by:

Phone: 1300 656 919

Email: ctpassist@sira.nsw.gov.au

Website: www.sira.nsw.gov.au

Your privacy

We record feedback to improve the quality of our service. If you'd prefer us not to record your feedback, or you wish to remain anonymous, please let us know, and we won't include your details in our records.

What is the difference between a complaint and a dispute?

Anyone can make a complaint. Complaints can be about:

- any aspect of CTP Care
- the level of service provided to you
- the services we pay for.

A dispute is when someone disagrees with a decision we've made about the funding of your treatment and care. We resolve disputes differently from complaints.

Disputes

If your concern is about a funding decision we have made for your treatment and care, you can request an internal review by contacting the Scheme Integration & Resolution Team (see contact details above). You have 28 days from receiving our decision to request an internal review.

For more details, request a copy of our *Internal review process* information sheet from your CTP Care contact.

If you disagree with or are not satisfied with the outcome of our internal review, you or someone acting on your behalf can lodge a dispute application with the Personal Injury Commission (PIC). Dispute applications should be lodged with the PIC as soon as possible after receiving our internal review decision, as time limits may apply.

The PIC is an independent statutory tribunal that provides a dispute resolution service for compulsory third party (CTP) claimants who are unhappy with a decision made by their insurer.

Personal Injury Commission

Phone: 1800 PIC NSW (1800 742 679)

Email: help@pi.nsw.gov.au

Website: www.pi.nsw.gov.au

Compliments and suggestions

Have you been impressed or pleased with our service, or have any suggestions for us? Tell us about it so we can share examples of good service or new ideas among our staff. You can send your compliments or suggestions to:

Email: feedback.ctpcare@icare.nsw.gov.au

Mail: Scheme Integration & Resolution Team
CTP Care
GPO Box 4052
Sydney NSW 2001

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General Phone Enquiries: 1300 738 586
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