

CAMBRIDGE COMPLAINTS PROCESS OVERVIEW

Definition - New Oxford Dictionary

“An expression of dissatisfaction or annoyance about a state of affairs or an event.”

VWA

“An expression of dissatisfaction with a Claims Management service that:

- Was expressed in writing to the Agent, and/or
- Was raised with the Agent by the Victorian WorkCover Authority (VWA), and/or
- Could not be resolved by the Agent over the telephone at first contact and required escalation”

Cambridge

- Any expression of dissatisfaction received by way of telephone, letter, facsimile or email
- An expression of dissatisfaction not specifically related to/directed towards the Claims Team e.g. complaints relating to company policy, procedure and/or service

Our Complaints Process Steps

The Complaints Process is broken down into the following parts:

1. Receipt of your complaint
2. Acknowledgement of your complaint within 24 hours
3. Review, investigate and resolve actions by Complaint Owner
4. Respond via telephone and confirm in writing
5. Survey your satisfaction with the complaints process

Our Complaint Owner Responsibilities

- Researching the complaint
- Drafting the response letter
- Having the response letter checked/approved by a review person (if appropriate)
- Making the required changes, if any, as indicated by the review person (if appropriate)
- Forwarding a signed original and a copy of the approved response letter to the customer by the required due date
- Placing a copy of both the complaint and the response letter on file
- Note outcome in the system and send out the written complaint response.