

1 PURPOSE

To describe the complaint resolution process for workers' compensation claims at the University of Melbourne (UoM) in accordance with legislative and other requirements.

At UoM, the Injury Management team strives to provide our clients with a great service experience. We are committed to listening to, helping and advising our clients in an understanding and efficient manner.

The Injury Management team recognises that complaints and suggestions assist us to identify problems and provide us with an opportunity to improve. Feedback provides an opportunity to re-establish relationships with and meet the expectations of our clients, and enables us to identify how to improve our service quality.

2 SCOPE

This process applies to all individuals who have workers' compensation claims under the management of UoM and the claim's associated third parties. This process also applies to employees at UoM who are involved in managing workers' compensation claims and issues that may arise during the course of a claim.

This process does not apply to Adverse Decisions, as there is a separate process directed by the legislation regarding dispute resolution which is outlined further in Adverse Decision notices.

3 DEFINITIONS

Associated third party

Any individual or organisation who is directly or indirectly involved with or affected by the management of the claim. Examples of third parties include:

- the claimant's treating health practitioner(s)
- the claimant's direct supervisor
- senior managers of the claimant's department (e.g. Faculty Executive Directors)
- the claimant's employer (e.g. a subsidiary such as Melbourne Theatre Company)
- Human Resources/People & Culture representatives.

Case Manager

An Injury Management staff member who is responsible for the day-to-day management of a claim.

Client

Any individual or organisation who raises a complaint under this process. Clients may include claimants and associated third parties.

Complaint

Any written or verbal statement of dissatisfaction with the service provided, or the conduct of Injury Management staff. A complaint includes:

- any matter raised by clients (claimants or associated third parties);
- matters relating to attitude, conduct or behaviour of Injury Management staff;
- matters relating to compliance with a conciliation outcome;

- matters relating to service provision, such as responsiveness to requests or queries, timeliness of payments, communication and the clarity of information provided.

A complaint does not include:

- disputes about adverse decisions;
- appeals;
- requests for internal reviews;
- complaints about the medical panel or the Accident Compensation Conciliation Service.

4 PROCESS

If a client has concerns with a service Injury Management have provided, the following steps may be taken:

- Step one** The client informs the Injury Management staff member involved. In most cases, this is likely to be the Case Manager. It is helpful if the client can tell them:
- The actions or behaviour they are unhappy with
 - The outcome they are seeking
- The Injury Management staff member may consider offering the client remedial actions (see **Remedies** below).
- Step two** If the initial step is not appropriate or does not resolve the complaint to satisfaction, the matter may be progressed or escalated by contacting the *Team Leader – Injury Management* either verbally or in writing.
- Case Manager briefs the Team Leader – Injury Management of the complaint details/history and resolution options already explored and/or offered to the client. The Case Manager directs the Team Leader – Injury Management to any relevant information located on the case file (where applicable). The Team Leader – Injury Management may suggest other options to the Case Manager as to how to resolve the dispute, or take over managing the complaint.
- The Team Leader – Injury Management contacts the client and requests additional information and/or seeks to understand how the client would like the issue to be resolved.
- The Case Manager/Team Leader – Injury Management and client reach agreement. Resolution may include immediate settlement of concerns or an agreed plan and timeframe for future action if immediate action is not possible.
- Any resolution should be documented and communicated to the client in writing, stored on the case file, and communicated to the Case Manager (if applicable).
- Step three** Internal review. Where the client expresses dissatisfaction with the complaint resolution from either step one or two, the issue will be referred to the *Assistant Director, Health and Safety* for internal review. An internal review is completed by a senior manager of the University who was not involved in the original decision/response. The outcome of the internal review is provided to the client in writing and correspondence stored on the case file.

*At any stage during the process, the individual(s) involved may be assisted/represented by a relevant support representative.

5 RESPONSE AND MONITORING

Responsiveness

Clients are given the opportunity to have their complaint dealt with in a courteous manner, by a fair and just process. The Injury Management team make every effort to resolve complaints to the satisfaction of the client in a timely manner.

Remedies

The Injury Management team will, as far as practicable, include a fair and reasonable remedy which addresses all aspects of a complaint. Remedies may include:

- provide an explanation or further supporting information;
- raise or refer the matter with a senior staff member who may then contact the client;
- approval or payment of benefits to which the client may be entitled;
- provision of advice, technical assistance or further explanation.

If a claimant is dissatisfied with the handling of their complaint by UoM or if they have a complaint about a health practitioner, the claimant may lodge a complaint by completing WorkSafe Victoria's online form or calling the WorkSafe Advisory Service on [1800 136 089](tel:1800136089).

Where appropriate, the Injury Management Team may consider offering a remedy to others who may have experienced the same issue as the client but have not lodged a complaint.

Complaint monitoring

The progress and resolution of complaints is monitored by the Assistant Director, Health and Safety.

Client satisfaction surveys

Client satisfaction will be monitored broadly throughout the lifespan of a workers' compensation claim through ad hoc feedback reviews and optional internal and external surveys at regular timeframes or claim milestones.

6 RESPONSIBILITIES

Client

Case Manager

Team Leader – Injury Management

Assistant Director, Health & Safety

7 ASSOCIATED DOCUMENTATION

Nil