

## SERVICE CHARTER

### our commitment to you

- ✓ Our advice to all parties will be independent, researched and honest.
- ✓ We will listen to your concerns.
- ✓ We will work cooperatively with all parties to resolve the issues presented.
- ✓ We will treat you with courtesy.
- ✓ We will regularly monitor our standards to ensure we maintain a high level of integrity and performance.

## contact us

Private Health Insurance Ombudsman

Reception: 02 8235 8777

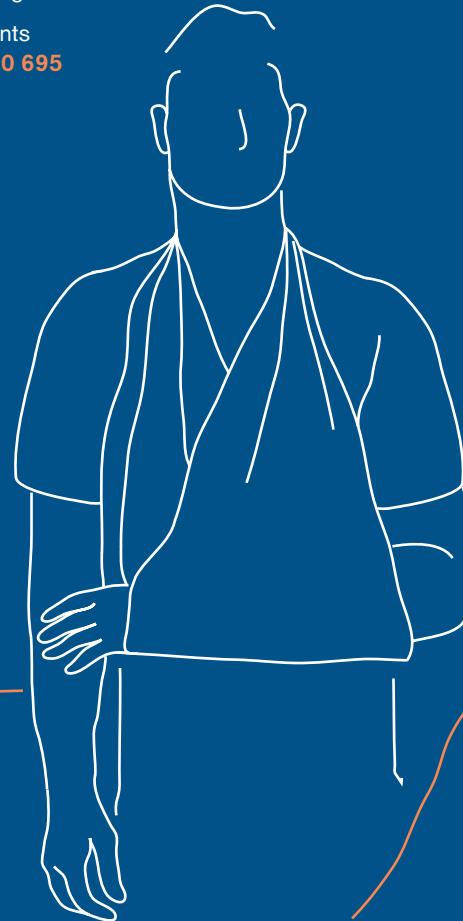
Fax: 02 8235 8778

Email: [info@phio.org.au](mailto:info@phio.org.au)

Web: [www.phio.org.au](http://www.phio.org.au)

Free call Complaints

**Hotline: 1800 640 695**



Consumers who are deaf, hearing or speech impaired should contact us through the National Relay Service (Tel: 1800 555 677). Consumers unable to speak English should contact us through the Translation and Interpreting Service (Tel: 13 14 50).



Australian Government

Private Health Insurance Ombudsman

ABOUT OUR SERVICE



## accessibility

- ▶ Complaints Hotline open from 9:00am-5:00pm, Monday to Friday Sydney time (except public holidays).
- ▶ Our complaints hotline is available free of charge throughout Australia using fixed telephone lines.
- ▶ If we cannot answer your call you will be able to leave a message.
- ▶ Our internet site will be regularly updated.
- ▶ We have telephone access available for non-English speakers through the Translating and Interpreting Service
- ▶ We have telephone access available for deaf, hearing or speech impaired clients through the National Relay Service.
- ▶ Our office is accessible by wheelchair.



## timeliness

- ▶ We will follow up all internet and telephone messages by the next working day.
- ▶ We will acknowledge all letters and emails within 5 working days of receipt.
- ▶ We will try to finalise complaints within a month, but where the complexity of case precludes this, we will keep you informed of progress.
- ▶ Where your request for assistance falls outside our authority, we will endeavour to refer you promptly to the appropriate body.

## courtesy and sensitivity

- ▶ We will identify ourselves to our clients.
- ▶ Our correspondence will have a contact name and number included.
- ▶ We will respect your right to privacy (and all staff at the Private Health Insurance Ombudsman are bound by the Privacy Act 1998).
- ▶ We will seek your permission to obtain any necessary medical information.
- ▶ We will provide you with high quality information and advice.
- ▶ We will provide information and guidelines in plain language.
- ▶ We will give reasons for our decisions and recommendations.

## our expectations of you

- ▶ You will treat us with courtesy and honesty.
- ▶ You will provide us with information when requested to help us deal with the issue.
- ▶ You will keep us informed of any developments that have a bearing on your complaint.



## if you feel we haven't met our commitment to you

- ▶ First, try to resolve your concerns with the staff member you have been dealing with. Ask for your case to be reviewed.
- ▶ If this fails, or you feel it is inappropriate to seek further advice from the staff member you have been dealing with, please ask to speak to the Director of Policy who can review your case.
- ▶ If you are still not satisfied, or you feel that phoning is not appropriate to your particular needs, please express your concerns in writing directly to the Ombudsman.
- ▶ If after receiving the Ombudsman's response you are still dissatisfied, you can ask to be referred to another body.

