

Complaint Process

1 Background

The Motor Accidents Insurance Board (MAIB) is committed to providing services of the highest quality. Key to meeting this commitment is utilising feedback from those who use the MAIB's services to improve the quality of the services provided. Feedback can be in the form of a complaint, a compliment or a suggestion.

A complaint is defined as any expression (either verbal or written) of dissatisfaction or grievance made to an employee (or the MAIB) by a client or a member of the public in relation to the business of the MAIB.

The MAIB is committed to ensuring:

- Complaints received are handled in a manner which is fair, courteous and respects the privacy of the person making the complaint;
- Reasons are provided for decisions which have been made in relation to any complaint received; and
- All reasonable assistance is provided to those who make a complaint.

This procedure should be read in conjunction with the MAIB Customer Service Charter (COR114).

2 Verbal Complaints

Where possible, complaints are best handled by employees at the point of service delivery. Employees should make all reasonable efforts to resolve complaints at first contact. More serious complaints, or complaints that cannot be resolved by an employee, should be referred to their Team Leader or Manager for investigation, resolution or other appropriate action.

2.1 Responding to Verbal Complaints

Employees should seek to establish a professional, courteous and respectful communication style with the complainant at the beginning of the conversation. When handling a verbal complaint an employee should attempt to:

- Listen attentively – focusing clearly on what the complainant is saying (clarifying their issue and expectations);
- Express empathy – giving some indication that their distress, disappointment and frustration is understood;

- Acknowledge the complainant's point of view (without necessarily agreeing with it);
- Apologise, where appropriate; and
- State clearly what can and cannot be done (providing clear reasons for MAIB decisions).

If the person is using language that is offensive – request that they cease and advise that if they continue to use offensive language the call will be terminated.

If a complaint cannot be resolved, the complainant should be advised that they are able to make a formal complaint.

3 Formal Complaints

A formal complaint can be made verbally or in writing.

Verbal complaints

Verbal can be accepted by a Team Leader, Manager or the Complaints Officer (Executive Officer).

Written Complaints

Written complaints are to be sent to:

Complaints Officer
MAIB
PO Box 590
Launceston TASMANIA 7250
Email: info@maib.tas.gov.au

Assistance

If the complainant requires the assistance of an interpreter to submit a complaint, please contact TIS National on 13 1450 and ask to be connected to the Motor Accidents Insurance Board.

If a complainant is deaf or has a hearing impairment, they can contact the MAIB through the National Relay Service.

TTY users - phone 133 677 then ask for 1800 006 224

Speak and listen users - phone 1300 555 727 then ask for 1800 006 224.

3.1 Responses to Formal Complaints

Upon receipt of a formal complaint, the Complaints Officer or appropriate Manager will endeavour to contact the complainant within 2 business days of the complaint being received.

The acknowledgement should advise in general terms about the MAIB complaints process and provide a date as to when the complainant can expect to be contacted again in relation to the complaint.

The complaint will be investigated by either the Complaints Officer or a Manager, who will contact the complainant (via a response letter), advising of the result of any investigations within 15 business days of the making of the initial written complaint.

The response letter to the complainant should give a history of the complaint and considerations in relation to the complaint as well as clear reasons for the decisions that have been made.

Abusive letters should be returned to the complainant (with a copy retained) with a request for the letter to be reformulated in more moderate and appropriate language.

3.2 Internal Review of an MAIB Decision

If a complainant is unsatisfied with the decision made by the Complaints Officer or Manager, the complainant can refer the matter to the Chief Operating Officer (COO) for a review of the decision. The COO will conduct a fresh investigation into the complaint and provide the complainant with a written response within 15 business days upon receipt of the request for a review of the original decision.

4 Referral to the Ombudsman

A complainant who is unsatisfied with the decision made by the COO may refer the matter to the Ombudsman.

The contact details for the Ombudsman are as follows:

Office of the Ombudsman
GPO Box 960
Hobart TAS 7001
Freecall: 1800 001 170
Email: ombudsman@ombudsman.tas.gov.au
Website: www.ombudsman.tas.gov.au