






Complaint Resolution Process



We believe the way we resolve complaints is a very important aspect of being able to deliver excellent member service. We actively encourage feedback in an effort to improve our products and services and our relationship with you. As part of this we ensure you have access to a readily available, confidential and free complaint resolution process.

Lodging your complaint

There are a number of ways you can lodge a complaint including:

-  Accessing the online 'contact us' form at www.latrobehealth.com.au
-  info@lhs.com.au
-  1300 362 144
Operating 8.30am - 5.30pm Monday-Friday
-  Latrobe branch
-  Mail to:
Customer Experience Manager, Latrobe Health Services, Reply Paid 41, Morwell VIC 3840

Latrobe Health's commitment to you

When you make a complaint, we will always attempt to address it straight away. If this cannot be achieved, we will aim to respond to you within three working days.

This response will:

- Provide a resolution for straightforward complaints; or
- Provide an outline of the next steps and/or to seek further information from you for more complex complaints.

For more complex complaints, we will aim to reach a resolution with you within 21 days of receiving your complaint. We will make available any information you require during the process of resolving your complaint.

What if I'm not satisfied with the complaint resolution?

If you are not satisfied with the resolution provided, you should request that your complaint be re-assessed using one of the above lodgment options. A response will be provided to you within three working days, including an outline of any remaining options and reasoning for the outcome.

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If again, you are not satisfied with the resolution, using one of the above lodgment options you may have the matter escalated to the Chief Operations Officer for a final decision.

This final decision, including reasoning, will be communicated to you in writing within 10 working days of the escalated complaint.

Who else can I talk to about my unresolved complaint?

The Commonwealth Ombudsman provides free independent services to handle unresolved issues between members and their health fund.

To make a complaint, contact the Commonwealth Ombudsman at www.ombudsman.gov.au or phone 1300 362 072.

Additional support

If you are non-English speaking, the Translating and Interpreting Service (TIS) can assist. Please call 131 450.

If you are deaf or have a hearing or speech impairment please contact the National Relay Service (NRS)

- TTY users: 133 677, then ask for 1300 362 072
- Speak and listen users: 1300 555 727, then ask for 1300 362 072
- Internet relay users connect to the National Relay Service (NRS), then ask for 1300 362 072

We encourage you to have your membership number, address and contact phone numbers, or include this detail in writing or email.

For general information about private health insurance, visit the Ombudsman's private health insurance consumer website privatehealth.gov.au

Your Privacy

We are committed to protecting your personal information, however, in the course of resolving your complaint, your information may need to be made available to a third party. This will only occur for the purposes of resolving your complaint. For more information on our approach to managing your privacy please visit latrobehealth.com.au

