






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 latrobehealth.com.au
-  1300 362 144 (8.30am - 5.30pm, Monday to Friday).
Please note: Any time you call our Member Service Centre call recording is activated. You are at any time able to request that call recording be turned off.
-  Latrobe branch between 9.00am - 5.00pm, Monday to Friday (Bairnsdale, Traralgon, Moe, Morwell)
-  info@lhs.com.au
-  Member Services Manager, Latrobe Health Services, Reply Paid 41, Morwell VIC 3840.

Latrobe's commitment to responding to you

When you raise a complaint with us, we will always attempt to address it at the first point of contact. If this cannot be achieved, we will aim to respond to you within 3 working days.

This response will :

- Provide a resolution for straight forward 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 the complaint from you. We will make available any information you require during the process of resolving your complaint.

What if I am not satisfied with the resolution to my complaint?

If you are not satisfied with the resolution provided, you should request that your complaint be re-assessed using one of the above contact options. A response will be provided to you within 3 working days, including an outline of any remaining options and reasoning for the outcome.

If again, you are not satisfied with the resolution, using one of the above contact options you may request that your complaint be 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 receipt of the escalated complaint.

Who else can I talk to about my unresolved complaint?

The Private Health Insurance Ombudsman (PHIO) provides free and independent services to handle unresolved issues between members and their health fund.

PHIO can be contacted:

- ✉ In writing:
Private Health Insurance Ombudsman
Office of the Commonwealth Ombudsman
GPO Box 442. Canberra. ACT. 2601
- ☎ Complaints hotline: 1300 362 072 (select option 4 for Private Health Insurance)
- ✉ phio.info@ombudsman.gov.au
- 🌐 ombudsman.gov.au

If you are non-English speaking, the Translating and Interpreter 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:

- 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, then ask for 1300 362 072

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

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 refer to latrobehealth.com.au