Complaint RESOLUTION

We're committed to resolving complaints in a fair and efficient manner.

What should I do if I have a complaint?

If you're dissatisfied with any aspect of GU Health's products or feel that our service has failed to meet your expectations, we appreciate hearing from you. We're committed to resolving complaints in a fair and efficient manner and view your feedback as a vital opportunity to improve.

To ensure you have the best possible customer experience please make sure that you:

- gather all supporting documents and information relating to your complaint
- think about any questions you need answered that will help us resolve the issue more efficiently
- contact us as soon as possible.

How will GU Health handle my complaint?

GU Health is committed to resolving your complaint the first time you contact us. We understand that it's important to listen to you and address each of your concerns.

We encourage you to discuss your complaint with the first Member Relations Consultant you speak with, however if you're not satisfied with their response, your complaint will be escalated to their manager to review and resolve. We are confident that in most cases, our Member Relations Team will address your concerns to your satisfaction.

If you're not satisfied that your complaint has been fully resolved, you have the option of escalating the matter to the Operations Manager.

The Operations Manager will investigate your complaint and contact you within five business days upon receipt of your correspondence.

How do I lodge my complaint?

You can lodge your complaint in any of the following ways:

Email: **corporate@guhealth.com.au**

Phone: **1800 249 966**
Monday – Friday
8.30am – 5pm (EST)

Mail: GPO Box 2988
Melbourne Vic 8060

What if I'm not satisfied with the handling or resolution of my complaint?

Where possible, we like to resolve the issue directly with you. If you believe that GU Health has not made reasonable attempts to address your complaint or you're not satisfied with our resolution you can contact the Private Health Insurance Ombudsman.

This Commonwealth Ombudsman is an independent office, appointed by the Federal Government, whose services are free to all health fund members. The Private Health Insurance Ombudsman handles enquires, suggestions and complaints and will assist you in resolving a dispute. For more information about this service, please visit **ombudsman.gov.au**.

If you wish to contact this service you may do so by:

Email: **phio.info@ombudsman.gov.au**

Phone: **1300 362 072** (select option 4)

Mail: Private Health Insurance Ombudsman
Office of the Commonwealth Ombudsman
GPO Box 442
Canberra ACT 2601

Please make sure you read the *Your Membership Guidelines* booklet in conjunction with *Your Cover at a Glance* and *Your Plan Information*, which you would have received in your *GU Health Welcome Pack*.

For further information about your GU Health cover or any queries relating to this document, please contact your GU Health Member Relations Team on **1800 249 966** or email **corporate@guhealth.com.au**.

Updated August 2016. The information contained within this document is current from the publication date and is subject to change.
If you're planning a treatment for which you anticipate a benefit from GU Health, contact us in advance to confirm your benefit entitlement.

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