

Complaint Process Changes

Find here a description of the changes to our complaint handling procedures which will go into effect as of 1 July 2025



Getting Started

The start of your complaint journey is called **referral** and won't change. Your complaint is referred to the provider, who has the experience and training to assist you.

Current

Conciliation

A case handler in our team helps you and your provider resolve the complaint.

Recommended Outcome

If the complaint cannot be conciliated, we issue a recommendation to both parties.

Preliminary View

If either party rejects the Recommended Outcome, the complaint is sent to a Review Officer.

Decision

If the provider does not accept our Preliminary View, the Ombudsman may issue a Decision. If you accept it, it becomes binding for the provider.

From 1 July

Conciliation

A case handler in our team may help you resolve the complaint or proceed to Assessment.

Assessment

If the complaint can't be conciliated, we issue:

Fair Offer Assessment

The provider offer is fair

Fair & Reasonable Assessment

The provider offer is not fair, needs additional actions

Appeal

If a Fair Offer Assessment is issued, you can request an Appeal. An independent officer may then change the assessment, send it back for further investigation, or close the complaint.

Review

If a Fair and Reasonable Assessment is issued and you or the provider disagree, an independent officer will issue a Decision, that becomes binding on the provider if you accept it.