

Feedback & Complaints Policy

Medibank Health Solutions

Who are we?

1.1 We are **Medibank Health Solutions**, a group of companies located in Australia that are subsidiaries of Medibank Private Limited ABN 47 080890 259 (**Medibank**). A current list of these companies is set out at the end of this policy. References to 'us', 'we' or 'our' refers to these listed companies. Together with Medibank, Australian Health Management Group Pty Ltd ABN 96 003 683 298 (**ahm**), ahm Health Insurance (a business of Medibank) and, where the context requires, other Medibank subsidiaries, we form the **Medibank Group Companies**.

Who does this policy apply to?

1.2 Any individual who receives health-related services from any Medibank Health Solutions program (excluding Garrison Health Services*), such as medical services, care coordination, telephonic and online health care services. Full details of products and services offered can be found at www.medibankhealth.com.au.

*For information on the management of complaints relating to Garrison Health services, please refer to:

<https://www.medibankhealth.com.au/ghs.asp?id=938&t=Complaints+and+Clinical+Incidents&cid=131>).

Your feedback is important to us

1.3 At Medibank Health Solutions, we work hard to make sure you always get the best service when you need it. As our patients and clients, we welcome your comments, both positive and negative about all aspects of the service and level of care we provide. You may wish to tell us why you are happy with our service, share your concerns, or make a suggestion for improving the way we do things.

1.4 Your feedback helps us to continually improve our services by advising us about what works well and what we might need to change to improve the quality of our services. We are committed to ensuring that:

- You have easy access to provide us with your feedback
- The investigation and feedback process is transparent
- Your feedback forms an integral part of our continuous improvement system

How we manage your complaints

1.5 We take all complaints seriously. If you have a complaint, please let our staff know straight away so that we can work to resolve matters as soon as possible.

1.6 Where possible, we will resolve your issue on the spot. However, where necessary, we'll refer your complaint to our Complaints and Incident Management Team who will undertake a detailed investigation.

1.7 The team will aim to find a solution for you by investigating your complaint, and will then let you know the result, and actions we are taking in relation to your complaint.

How do I provide feedback or make a complaint?

1.8 Please speak to one of our staff members in the program you are dealing with. Your feedback or complaint will then be formally registered, and if you request a call back, we will contact you to discuss your issue.

1.9 Please provide as much information as you can when you lodge your complaint. This helps us understand all the issues, and determine the most appropriate way to resolve your concern.

What if I'm not happy with the outcome?

1.10 We will endeavour to provide you with a detailed explanation of the results of our investigation, and any action we have taken, such that you are satisfied with the outcome. If you are not happy with the feedback that we have provided, you may request clarification on any of the points we have raised.

1.11 However if you are still dissatisfied with the outcome you may wish to lodge your complaint via the Health Care Complaints Commission in your State.

Medibank Health Solutions Companies

1.12 This privacy policy applies to the following Medibank Health Solutions companies (current as at January 2016):

- Medibank Health Solutions Pty Limited (ABN 99 078 934 791) (formerly Health Services Australia Pty Ltd)
- Integrated Care Services Pty Limited (ABN 71 059 950 695)
- Medibank Health Solutions Telehealth Pty Ltd (ABN 40 069 396 792)