

Complaints, Compliments or Suggestions

What to do if you have a complaint or wish to provide us with feedback



Your feedback is important to us

At St.LukesHealth, we strive at all times to provide you with competitive products, open communication and the very best in customer service. We also realise there may be occasions when we may not fully meet your expectations or we may not be able to totally satisfy your requirements. We always try to make such occurrences few and far between, however if they do occur, we would like to know.

St.LukesHealth values your feedback. If you have any comments about your cover or the service we provide we would like to hear from you. The Customer Feedback Form included with this brochure can be used to provide valuable feedback to management and staff at St.LukesHealth. We have also listed below the steps to take if you have a complaint or issue that has not been fully resolved to your satisfaction.

Resolving your complaint

We will always try and resolve your complaint to the best of our ability and in a timely manner. If you do have a complaint we recommend taking the following steps.

1. Talk to a Customer Care Consultant about your concern at one of our Customer Care Centres or by phoning 1300 651 988. If they are unable to assist you, they will refer your enquiry to a specialist or manager. Alternatively, you can ask to speak directly to a specialist or manager.
2. If you are not satisfied with our response please provide us with your complaint in writing by completing the Customer Feedback Form or by sending us a letter. You can request a reply by indicating this on the Form. Our staff can help you with the Form or take down the details for you if you prefer. We will then respond to your complaint in writing.
3. If at anytime you are not satisfied with how we have dealt with your complaint, you can request an independent review from the Private Health Insurance Ombudsman. These services are free to health fund members and are available from:

Private Health Insurance Ombudsman
GPO Box 442, Canberra ACT 2601
phone: 1300 362 072 - select opt 4 for PHI
Email: phio.info@ombudsman.gov.au
Web site: www.ombudsman.gov.au
Online complaints:
www.ombudsman.gov.au/making-a-complaint

Your positive feedback is welcome

If you are happy with the product or service you received from us, we would also like to hear from you. Positive feedback helps us in encouraging our Customer Care Team and provides job satisfaction in the workplace, which will rebound as even better customer service to you, our member.

How to send us your feedback

The attached form can be completed to register a complaint, compliment or suggestion. All feedback received, including complaints, are viewed by management. Please send the completed form to St.LukesHealth, PO Box 915, Launceston TAS 7250.

Alternatively, you can hand the Form to a Customer Care Consultant at any St.LukesHealth Customer Care Centre, or you can use the website. You may wish to lodge your complaint anonymously, however we will be unable to respond to your concern without your name and contact details.

How are your concerns addressed

Your comments, whether verbal or in writing, are recorded upon receipt. All matters raised are considered important and will be addressed by the relevant Customer Care Consultant or manager.

We will acknowledge your complaint and endeavour to resolve it within 2 working days of receipt. If we are unable to fully address your complaint in this time frame, we will provide you with details of the person investigating your complaint and we will make every effort to resolve your concern and write back to you within 10 working days from the date of receiving your initial complaint.

Customer feedback policy statement

St.LukesHealth management and Customer Care Team are committed to providing the highest quality customer service. As part of our continual aim to maintain the highest quality service, we welcome complaints, compliments and suggestions. We endeavour to ensure that all complaints are resolved satisfactorily and in a timely manner with professionalism, fairness and equity.

At all times we will respect your privacy and keep your information confidential.

Customer feedback form

Please complete this form if you would like to register a complaint, compliment or suggestion in relation to your cover or a service provided by St.LukesHealth.



Your details	
name	
address	
	postcode
membership no.	

What category does your comment best fit?
Complaint <input type="checkbox"/> Compliment <input type="checkbox"/> Suggestion <input type="checkbox"/>
Please provide your comment in the space provided
If you require more space please attach a separate note.

Would you like to receive a written reply? yes no

signed

date / /

Office use only - Section 1
date received / /
feedback medium
phone <input type="checkbox"/> email <input type="checkbox"/> website <input type="checkbox"/>
counter <input type="checkbox"/> mail/fax <input type="checkbox"/>
other
product
staff name
form completed by: Customer <input type="checkbox"/> Staff <input type="checkbox"/>
further action required Yes <input type="checkbox"/> No <input type="checkbox"/>
Has the comment been recorded in Hamps? Yes <input type="checkbox"/> No <input type="checkbox"/>
Referred to
date / /

Office use only - Section 2
Severity <input type="text"/> Category <input type="text"/> Sub Category <input type="text"/>
Acknowledgement letter sent <input type="checkbox"/> date / /
Response letter sent <input type="checkbox"/> date / /

Office use only - Section 3
Resolved Yes <input type="checkbox"/> No <input type="checkbox"/> date / /
Resolution

1300 651 988
 stlukes.com.au
 general@stlukes.com.au

Head Office and Customer Care Centre
Launceston 17 The Quadrant Mall Launceston 7250

Customer Care Centres
Hobart 94 Liverpool Street Hobart 7000
Kingston Shop 28a Channel Court Kingston 7050
Devonport 26 Rooke Street Devonport 7310
Burnie 27 Cattley Street Burnie 7320
Smithton 18 King Street Smithton 7330

Agents
Queenstown 14-16 Orr Street Queenstown 7467
Deloraine 64 Emu Bay Road Deloraine 7304

