

Appendix 6 SIRA Response to Complaint about Treatment Denial

From: MAIR Feedback <MAIR.Feedback@sira.nsw.gov.au>

Sent: Monday, 2 November 2020 3:10 PM

To: ace@hpmed.com.au

Subject: FW: Complaint re M and NRMA SIRA Ref 20/xxx

Dear Dr Chesterfield-Evans,

Thank you for contacting the State Insurance Regulatory Authority (SIRA).

I refer to my email to you dated 21 September 2020, advising you that this complaint would be placed on hold due to the active DRS dispute. We have now been advised by DRS, that the medical dispute is finalised and as such, we can now proceed in progressing this complaint to the insurer.

So that we can properly handle this complaint, please reply to this email with the following information:

1. We note that you may be acting on behalf of M for this complaint. To enable us to assist further, can you both please sign the attached Privacy and Consent form and return it to us at your earliest convenience. You will need to return this form completed before we can proceed with our investigation.
2. In your reply to this email, please confirm that you consent for the information and supporting documentation you have previously provided with this complaint to be forwarded unedited to the insurer.

Once we have received the above information and consent, we will forward your complaint to the insurer. The insurer has 5 business days to respond to SIRA. On receipt of the insurer reply, one of our Senior Complaints Advisors will contact you to further understand your complaint and will provide you with a copy of the insurer reply. The Senior Complaints Advisor will be your contact throughout the investigation and resolution of your complaint. If you require assistance, please do not hesitate to contact us.

In managing your complaint, SIRA is committed to:

- Acting with integrity, both in managing your complaint and after it is resolved. This means asking your permission before sending your complaint to an insurer or other service provider and keeping your complaint file secure.
- Proactively providing you with all the information you need, in simple language that is easy to understand, and that lets you know what your options are in resolving your complaint.
- Treating you with respect, sensitivity and understanding.

You may be contacted if there is additional information required to assist in the management of your complaint.

We aim to respond to complaints within 20 working days, unless it involves a complex matter or requires specialist investigation. You will be provided with updates as we work through the complaint investigation.

Regards,

J

Complaint Advisor

Customer Complaints

Strategy, Governance and Customer Experience

State Insurance Regulatory Authority

p 02 9272 1238 or 1300 656 919

e MAIR.feedback@sira.nsw.gov.au | contact@sira.nsw.gov.au

w www.sira.nsw.gov.au

level 13, 2-24 Rawson Place Haymarket NSW 2000