



myRecovery & Health

Feedback/Complaints process

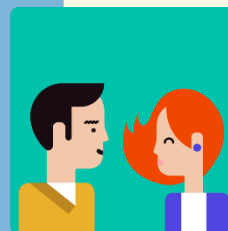
myRecovery & Health welcomes your feedback because it tells us what is working well and, where necessary, allows us to make improvements to our service.

Your feedback/complaint should include enough information so that it can be directed to the right area: Claims, Recovery & Health (Workers Compensation), Workplace Recovery & Health (Rehabilitation) or Litigation.

Please send your feedback/complaints to LCR@auspost.com.au.

Please include details such as:

- *Name, APS number, claim number (if known)*
- *Injury Details*
- *What happened?*
- *Date and time of the event/s*
- *Who was involved*
- *What outcome would you like to see as a result of your feedback?*



How our people will respond to Feedback/Complaints?

We will acknowledge your feedback/complaint and make contact with you within **TWO** business days of receiving the feedback.

We will endeavour to have the issue resolved during the first contact, however, if the matter requires further investigation, we will agree to a reasonable timeframe with you.

myRecovery & Health is committed to ensuring all complaints:

- Are dealt with fairly and objectively;
- Information is only shared with those people relevant to the raised issue/s; *and*
- All issues will be considered as part of our improved services strategy.



Where to go for more information

Any general queries can be directed to LCR@auspost.com.au or telephone 1300 783 066.