Complaint Management

How Metrix Coverscope handle your complaints

Metrix Coverscope

Metrix Insurance Qld Pty Ltd (ABN 80 699 102 237) T/As Metrix Coverscope CAR No. 1321774 is an Authorised Representative of Metrix Connect Pty Ltd ABN 23 635 386 136 AFSL 525491

About this document

At Metrix Coverscope, we are committed to providing you with the service you deserve. If we didn't meet your expectations in any way, we would like to hear about it.

This guide covers complaints made to or about Metrix Coverscope in relation to the services or products that we have provided.

How to contact us with a complaint

If you have a complaint about our services, please contact your representative in the first instance. You can contact them by phone, email or post using the details on your invoice or correspondence with them.

If they are unable to resolve the issue, or if you'd prefer not to contact them, you can contact our Branch Manager Dion Owens on the following details:

Phone: 03 9397 8000
Email: dion@coverscope.com.au

You can also contact Metrix Connect on the following details if you prefer not to contact us:

Phone: 03 9397 8000
Email: complaints@metrixconnect.com.au
Post: 4 Akuna Drive, Williamstown VIC 3016

Please let us know if you require assistance for communication barriers when dealing with us. We are happy to provide further information about language translation and hearing support services that are available.

How we handle your complaint

We aim to resolve your complaint quickly and fairly.

Your complaint will be acknowledged within one business day of receipt.

We will review your complaint and investigate the circumstances giving rise to it, requesting additional information from you if required.

If we have resolved your complaint within five business days from when it was first received, we will confirm the actions we have taken to resolve it with you in writing.

We will provide you with our response to your complaint within thirty calendar days from when it was first received and keep you informed by providing you with progress updates at least every ten calendar days.

You will be provided a formal response to your complaint, detailing the findings of our review and reasons for any decisions we have made, if:

- We were unable to resolve your complaint within five business days after it was first received;
- You have requested a response in writing, or
- Your complaint is about financial hardship, a declined claim or the value of a claim.

Our Internal Dispute Resolution (IDR) review process

Stage 1 – Metrix Coverscope Review
We will endeavour to resolve your complaint as swiftly as possible.

If we are unable to resolve your complaint, or if you are not satisfied with our response, your complaint will be progressed to stage 2 and reviewed by Metrix Connect.

You can request your complaint to be progressed to stage 2 at any time and for any reason.

Stage 2 – Metrix Connect Review
A member of the Dispute Resolution team at Metrix Connect will review the matters you have raised in your complaint. You will be provided with the name and contact details of the person who is handling your complaint when it is progressed to stage 2.

Once Metrix Connect have reviewed your complaint, and within thirty calendar days from when it was first received by us, you will be provided a formal response detailing the outcome and reasons for any decision that has been made.

If you are not satisfied with their response at the conclusion of the complaint process, you can refer your case to Steadfast Customer Advocacy or an External Dispute Resolution service.

Steadfast Customer Advocacy service

If we and/or Metrix Connect are unable to resolve your complaint to your satisfaction, as a Steadfast Network Broker we have access to a free, additional, proactive service known as the Steadfast Customer Advocacy service. It can assist if you have a problem related to satisfaction, or fair treatment in relation to your dealings with us, or your insurer. The service can be accessed by contacting them on:

Phone: 02 9495 6500 (as to speak to Customer Advocacy Service)
Email: customeradvocacy@steadfast.com.au

External Dispute Resolution

Australian Financial Complaints Authority (AFCA)
AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA on:

Phone: 1800 931 678 (free call)
Email: info@afca.org.au
Post: GPO Box 3, Melbourne VIC 3001
Website: www.afca.org.au (online complaint form available)

The Office of the Australian Information Commissioner (OAIC)
For privacy complaints, you can contact OAIC on:

Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Post: GPO Box 5218, Sydney NSW 2001
Website: www.oaic.gov.au (online complaint form available)

Your Privacy

For information on how we protect your privacy, please refer to our Privacy Policy available from www.metrixconnect.com.au

Metrix Connect

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