Customer Complaints About DRSL

DRSL is committed to fair and thorough complaint handling – including complaints about ourselves.

If you have a complaint about the dispute process or how your case has been handled by us, please make a complaint. We will do all we can to help you, and your feedback or complaint will help us to improve our systems and processes.

Here is the process for making a complaint.

What you can complain about:

- The process that was used to get to your resolution
- The behaviour of the people who handled your complaint

What happens next?

You can fill in this form online, or print it out, fill it in and post or fax to us. Our postal address is PO Box 2272 Wellington 6140. Please also let us know what is the best way to get in touch with you.

Your complaint will be forwarded to a senior manager, who will let you know when they have received it. The manager will then either deal with it themselves, or send it to the appropriate manager; if this happens they will let you know who you will be dealing with. Once your complaint has been investigated, DRSL will get in touch with you to let you know the outcome. This will happen within 15 working days.

Making a complaint during the review process

If you have a complaint and the review process has not finished (i.e.you do not have a final review decision), the reviewer may consider the complaint. It is likely that the reviewer will speak to the other parties before taking any action.

Please describe your complaint:

Complaint about the people handling your dispute

If you think a reviewer acted in a way which was unfair or prejudiced, you need to give the details the particular conduct, words or actions that you think showed bias or prejudice. Note: You can make a complaint about any of the people who handled your dispute. However DRSL is not able to get involved in the way a reviewer conducts the dispute hearing, as the reviewer is working to specific requirements by law.

Please describe your complaint:

Complaints about a reviewer's conduct

Reviewers do their best to get the right balance between informality and authority in a review hearing. Informality is needed so that all the parties are at ease, which allows them to present their case in the best possible light. Authority is needed to make sure the hearing is conducted efficiently and with dignity, so that when the parties leave the hearing they respect and understand the final decision, even if they do not agree with it. Reviewers will sometimes ask people to not interrupt, not to raise irrelevant material,and to comply with rulings. This is acceptable behaviour to control the hearing. Complaints about reviewers will be forwarded to their manager.

Please describe your complaint:

Complaints about the conduct of DRSL staff

You can make a complaint about other DRSL staff. Your complaint will be raised with the staff member and any other staff members if it is thought they might be able to add any useful comments. The complaint will be referred to the person's manager, who will reply to you in writing.

Please describe your complaint:

Complaint about a technical error

- If you believe the reviewer made an error of law, the decision will be reviewed. The reviewer may:
- Advise you about the appeal process
- If it applies, give you a reference to the legislation that was used or referred to
- Respond in any other way that the reviewer thinks fit.
- In all cases the reviewer might talk to other parties before responding.

Please describe your complaint:

Complaints under the Code of ACC Claimants' Rights

ACC is responsible for managing complaints under the Code of Claimants Rights. Any complaints regarding the Code will be sent to ACC.

Please describe your complaint:

Date:	
Contact:	
Name:	
Address:	
Email:	
Phone:	