

# WFI Workers' Compensation Customer feedback

## How to provide us with your feedback

We believe customer service is something that can always be improved upon and we seek feedback from our customers on our products, people and services to identify opportunities for improvement.

If you have been pleased with the service you have received, please provide us with your feedback. We acknowledge our staff when positive feedback is received regarding their level of customer service.

Alternatively, if you have been dissatisfied with the service or if you have experienced delays in having your queries answered or delays in having your requests approved, then please contact us and we will be happy to assist you.

## What you need to do

There are a number of ways you can provide us with your feedback.

- Phone  
**1300 934 934**
- Write  
Customer Feedback  
WFI Workers Compensation Claims  
PO Box 77 Welshpool DC WA 6986
- Email  
**workerscompclaims@iag.com.au**
- Fax  
**1300 038 395**

Where it relates to a complaint, you will need to detail the issue/s and our staff will investigate and where possible, resolve the issue/s within five days.

All of the feedback we receive is reviewed on a regular basis to help us identify any processes and/or procedures that may need to be updated or improved.

## Privacy

Your personal and health information is handled with the utmost respect, and in accordance with all applicable privacy laws.

You can access WFI's full Privacy Policy online at **wfi.com.au**