

Avoir Corporate Healthcare Complaints Process – Compliance Department:

On receipt of the member complaint, the Avoir compliance department, will acknowledge receipt of complaint – within 24hrs

The Compliance Department will thereafter notify the relevant Representative of receipt of the complaint within 24hrs

The Representative will thereafter have 5 working days in which to respond to the complaint.

A written response together with all supporting documents pertaining to the member's complaint, should be submitted to the Avoir Compliance Department by the **Representative within the specified turn-around-time of 5 working days**

On receipt of all documents received from the **Representative, within the specified time-frame, the Avoir Compliance Department, will commence investigation of the complaint**

Written notification of the outcome of the Investigation of the complaint will be communicated via the Compliance Department within 10 working days, from receipt of the complaint, via various channels to both the member as well as the **Representative.**

MEMBER COMPLAINT FORM:

Date*

Name*

Surname*

Email*

Membership Number*

Telephone*

Compliant Against – **Representative**

Broker Code - Representative*

Name of Representative*

Region* - **can we incorporate drop-down option to list all branches?**

Please enter details of your complaint

Your complaint will be submitted to our Avoir compliance Department, for further investigation & written communication will be sent through to you, our valued member, regarding the outcome, should you have any questions, please do not hesitate to contact our office on 012 345 6505 or e-mail member@avoir.co.za. [\(create mailbox\)](#)

Avoir Corporate Healthcare

Letter to Healthcare Consultant - Regarding Acknowledgement of Member Complaint

