

## Complaints Process

### WorkCover Claimants

#### What if I am dissatisfied with some aspect of the examination?

If there is anything at all that worries you about the examination, tell the Medical Panel. If for some reason this is not possible, or you are not happy with what you've been told, you can contact the Convenor's office. Complaints about aspects of Medical Panel examinations should be directed to:

#### **The Convenor**

Medical Panels

GPO Box 2709

Melbourne 3001

Telephone: (03) 8256 1555

#### What if I am dissatisfied with the Medical Panel Opinion?

You should seek legal advice. The Opinion of a Medical Panel on a medical question must be accepted as final and conclusive. The law does not allow a Medical Panel to review its Opinion unless by order of the Supreme Court.

As a Medical Panel has the status of a Tribunal it is inappropriate for the Convenor of Medical Panels or any member of a Medical Panel to enter into correspondence with any party concerning a Medical Panel's Opinion or Reasons for Opinion.

### Personal Injury Claimants

#### What if I am dissatisfied with the Medical Panel Determination?

You should seek legal advice. The Determination of a Medical Panel on a medical question must be accepted as final and conclusive. The law does not allow a Medical Panel to review its Determination unless by order of the Supreme Court.

As a Medical Panel has the status of a Tribunal it is inappropriate for the Convenor of Medical Panels or any member of a Medical Panel to enter into correspondence with any party concerning a Medical Panel's Determination or Reasons for Determination.