

BULLETIN

Body Repair Division



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Make a stand against unnecessary assessment delays and customer steering

Are you currently experiencing **unusual assessment delays or Insurer steering of your customer**? If so, why not consider lodging an Internal Dispute Resolution (IDR) submission. It takes only a few minutes to complete.

- [VACC IDR Builder – Timeliness Breach \(Assessment Delays\)](#)
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 9.3, 9.5.

If you are experiencing behaviours by the Insurer best described as **steering** and if you wish to lodge a complaint, use this IDR builder.

- [VACC IDR Builder – Steering Breach](#)
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 9.3, 9.5 *in addition to including the repair, insurer and vehicle details.*

Remember, when you use any VACC IDR Builder, you will only need to enter:

- ***your repairer details***
- ***insurance details***
- ***vehicle details***
- ***then tick the clauses which we have referenced next to each pre-pared IDR template above.***

When you complete your builder, you will receive an email copy which you can edit. Once you are happy with the final submission, contact Vanessa Gibson (vgibson@vacc.com.au) or myself, and Vanessa will send it through to the Code Administration Committee (CAC) website on your behalf. Vanessa will also make sure it is sent to the Insurer. The Insurer will then begin discussions with you to resolve the issue.

Please note that you may not always receive a favourable outcome from some Insurers to the IDR you lodge. Nevertheless, there is a bigger picture. The Insurer must respond to your IDR and by lodging a legitimate complaint, you will be helping your fellow VACC BRD members. This is because VACC will be revealing the extent to which these behaviours are impacting adversely on you, the repair industry more generally, and the extent to which it is impacting on your customers.

We will share the results with you. So please help us to help you. Do this by completing the relevant IDR as soon as you are aware that you have a legitimate complaint with an Insurer. These are two very important areas which can impact adversely on the sustainability of your business.

Best regards

John Guest
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