



Workers Compensation Independent Review Office  
Level 4, 1 Oxford Street, Darlinghurst NSW 2010  
13 9476  
contact@wiro.nsw.gov.au  
www.wiro.nsw.gov.au

8 December 2020

Mr Alan Becken  
Chairperson  
New South Wales Workers Compensation Self Insurers Association  
Via Email: [Alan.Becken@endeavourenergy.com.au](mailto:Alan.Becken@endeavourenergy.com.au)

Dear Mr Becken

### **WIRO Enquiry and Complaint Handling Protocol**

I refer to my letter dated 2 October 2020 announcing a review of the Workers Compensation Independent Review Office (WIRO) Enquiry and Complaint Handling Protocol ("the Protocol").

Please find attached a draft copy of the new Protocol.

I want to thank you for providing feedback in your letter of 23 October 2020. WIRO received feedback from a range of industry participants and we have sought to incorporate the views of those participants in our draft Protocol. In relation to your specific feedback:

- We have clarified the complaints that we would usually not deal with, to include complaints that may be more appropriately dealt with in another forum (Part 3).
- We have referred to our enabling legislation (Part 2) which sets out that insurers are required to provide information to the IRO to fulfil its functions.
- In relation to the suggestion that WIRO staff bully the insurer, we have included information about how to provide feedback about our services (Part 12).

As a valued stakeholder to WIRO and a participant in our complaints handling process, we request your feedback on the draft Protocol by Friday 15 January 2021. After written submissions are provided, we may contact you to discuss your submission should we require further explanation and clarification.

WIRO will consider your feedback with a view to circulating the final Protocol in the first week of February 2021. The finalised Protocol's proposed commencement date is 1 March 2021.

If you would like to discuss any aspect of this review, please do not hesitate to contact me via [Jeffrey.Gabriel@wiro.nsw.gov.au](mailto:Jeffrey.Gabriel@wiro.nsw.gov.au) or 02 8281 6308.

Yours Sincerely

A handwritten signature in black ink, appearing to read "S. Cohen".

Simon Cohen  
**Workers Compensation Independent Review Officer**