

Independent Medical Examiners Complaints Process

WorkSafe Victoria (WorkSafe) takes all Independent Medical Examiner (IME) complaints seriously. We review and respond to each complaint received from an injured worker. A key part of our complaints process is to seek information and a response to the complaint from the IME. Below is an outline of the complaints handling process for IMEs.

Step 1. WorkSafe receives an IME complaint from an injured worker

Following receipt of a complaint from an injured worker about an IME, WorkSafe commences a review of the complaint. Consent is required from the injured worker to provide the complaint to the Independent Medical Examiner. The complaint is acknowledged with the injured worker within 7 business days.



Step 2. Response requested from IME

Where an injured worker provides written consent to provide the complaint to the IME, WorkSafe will write to the IME seeking clarification or further information. The IME has 21 business days to provide a response to WorkSafe.



Step 3. Response received from IME

Following receipt of the IMEs response to the complaint, WorkSafe will review all of the information available.



Step 4. Outcome response completed by WorkSafe and provided to all parties

A written response to the complaint is provided to all relevant parties (injured worker, WorkSafe Agent and IME) within 7 business days. Depending on the nature of the complaint and where appropriate WorkSafe's response may include:

- An explanation or clarification
- Additional information
- A review of report where factual or health information is incorrect
- Options to refer to another party



Step 5. Complaint recorded on the WorkSafe tracking system

WorkSafe record and monitor all complaints received from injured workers. This information is used to implement business improvements initiatives to ensure that all injured workers receive a high quality IME service.