

Claim Chronology

Claims administration

✓ Authority and consent on claims

✓ Communication with stakeholders

Quality assurance

✓ File and diary maintenance

✓ Receiving and actioning requests for claim file

✓ Suspensions, ceases and refusal to deal

✓ Compliance and fraud

✓ Agency information

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What is a claim chronology template and why was it developed?

The [claim chronology template](#) records key claim events in a consistent chronological manner.

The template was developed to assist in the management of complex claims and/or long tail claims. A complex claim history may contain multiple accounts of significant events. Visualising the relationship between key events can help with choosing an appropriate approach to managing the claim.

A chronology can also help in understanding a complaint.

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When to use a claim chronology?

You should complete a Claim Chronology for:

- undetermined claims or reconsiderations with complicated facts e.g., where the date of injury is unclear or where there are different accounts about what caused the condition
- any claim with a complaint
- other claims where it may be helpful.

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What to include in a claim chronology?

You should record key claim events in the chronology.

Key claim events will vary from claim to claim but will usually include items such as:

- events leading to the development of an injury (where there are different accounts about this a chronology can help identify the differences and work out what is most likely)
- dates when the employee sought medical treatment for the condition or first noticed the condition or a deterioration
- date of injury, impairment, etc.

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What is a complaint chronology and when to complete one?

When dealing with a complaint you should complete both the [complaint summary](#) and [complaint chronology](#).

Key events for the complaint chronology relate to the subject of the complaint. For example, if someone complains about delay, you will record:

- when the person first made the request
- what steps were taken to action the request, when these steps were taken and by whom, including any follow-up
- any communication with the person who made the request, including progress updates.

Several teams may need to contribute to the chronology. Teams should not create separate chronologies. They should contribute to the same document so there is one record of all actions taken that are relevant to the complaint.

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