

Email response back from the PHIO to me, after I sent my detailed senate accepted report.

Surprisingly, my detailed and organised
80pg report, with comprehensive
information was not read.
This mostly contained new information.
WOW.

██████████ <██████████@ombudsman.gov.au>

To: Monte Elissa
27 Oct. 2016 at 12:13 pm

Dear Mr Elissa,

Our office received the ██████████ Report last week. However, my instructions are not to read it given that it appears to traverse much of the same ground that we have covered with you when responding to your previous complaint against ██████████.

In your email to ██████████ on 7 October, you indicated that you were concerned about a specific arrangement between ██████████ and an unnamed private practice. In the ██████████ Report however, you do not disclose the identity of the private practice (Company X) which leaves me unable to raise the matter to ██████████ for you.

The Report catalogues the correspondence between ██████████, ██████████ and authorities other than our office about your dispute with the health fund. As you have put considerable effort into compiling this Report, I offer to send it back to you.

Kind regards

██████████

Dispute Resolution Officer

Ph. 1300 362 072 (option 4) | F. 02 6276
0123| E. ██████████@ombudsman.gov.au

**I persisted at a later date to have a face
to face meeting at the PHIO about this.**
They declined.