

22 August 2019

Jan MacPherosn

fyi-request-10874-c9bcee01@requests.fyi.org.nz

Tēnā koe Jan

Your Official Information Act request, reference: GOV-000955

Thank you for your email of 02 August 2019, asking for the following information under the Official Information Act 1982 (the Act):

Please provide the number of ALL complaints including statements of corrections made against Dr Alan Farnell, assessor for ACC as I am aware of more than the two that you advised previously

Complaints about assessors

As explained in our previous letter, dated 13 May 2019 (ref 0054109), complaints about assessors can be made through a number of different channels.

We were previously able to provide you with the number of complaints recorded in the Engagement and Performance Manager database. Complaints made to the client's case manager about an assessor are recorded at an individual claim file level.

We are unable to provide you with the information you requested

To determine the number of complaints that ACC may have received about Dr Farnell we would need to perform a manual search through individual claim files to determine if a complaint had been noted. The same process applies to determine if a statement of corrections had been submitted regarding an assessment completed by Dr Farnell. As determining both of these would involve substantial manual collation and research, we are again declining your request under section 18(f) of the Act.

If you have any questions about this letter

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Emma Coats

Manager Official Information Act Services

Government Engagement & Support