

18 May 2020

Anthony Jordan

fyi-request-12639-afa39082@requests.fyi.org.nz

Tēnā koe Anthony

Your Official Information Act request, reference: GOV-004589

Thank you for your request of 17 April 2020, asking for the following information under the Official Information Act 1982 (the Act):

Please provide per respective years from 2004 to date: (regarding Psychiatrist scope registered practitioners only)

1/ Complaints made to the ACC from Clients/Customers/Stakeholders etc with concerns about Psychiatrist Conduct, Professionalism, Performance, etc

2/ Complaints made to the ACC from Clients/Customers/Stakeholders etc, that were actioned upon to the MCNZ, their respective Professional Membership, etc

3/ Complaints made to the ACC from Clients/Customers/Stakeholders etc, that were specific to an ACC Named Provider Contract holder or any similar contract (excluding non-named provider contract holders)

4/ Complaints made to the ACC from Clients/Customers/Stakeholders etc, that were not actioned upon to the MCNZ, their respective Professional Membership, etc

Background information about complaints regarding providers

Complaints made to ACC from clients, customers or stakeholders about providers, such as psychiatrists, may be made through more than one channel. For example, they can be sent to (and resolved by) ACC's Claims Management team or Customer Resolutions team. Where appropriate, complaints are escalated to ACC's Strategic Partnerships & Performance team to manage.

Records of complaints lodged with (and resolved by) ACC's Claims Management team and Customer Resolutions team cannot be searched by specialty. To ascertain if a complaint made to these teams was about a psychiatrist would require us to manually read individual claim files. This would require substantial collation and research. Therefore, we are declining to provide information related to complaints made to these teams under section 18(f) of the Act.

In doing so, we considered extending the timeframe to respond to your request but determined that the resources required to locate the information would have a significant impact on the everyday functions of the teams involved.

However, records of complaints escalated to ACC's Strategic Partnerships & Performance team can be searched by specialty. As such, we are providing you with information related to complaints about psychiatrists managed by ACC's Strategic Partnerships & Performance team.

Complaints about psychiatrists escalated to Strategic Partnerships and Performance team

Please note:

- The Strategic Partnerships & Performance team's records of complaints against healthcare providers date back only to 2010.
- The following data was extracted on 17 April 2020 and may differ if extracted again at a later date.

Between 1 January 2010 and 31 December 2019, ACC's Strategic Partnerships & Performance team was involved with nine complaints regarding psychiatrists. Of those that required investigation by this team, two were notified to the Medical Council of New Zealand (in 2011 and 2016 respectively) for them to action.

How to contact us

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



Sasha Wood
Manager Official Information Act Services
Government Engagement & Support