

02 November 2020

Anthony Jordan

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Tēnā koe Anthony

**Your Official Information Act request, reference: GOV-006784**

Thank you for your email of 09 September 2020, asking for the following information under the Official Information Act 1982 (the Act):

1. *Number of Personal Grievances, in bands per year from 2008, made against the ACC by Employees (Excluding any Board members)*
2. *Number of Personal Grievances, in bands per year from 2008, withdrawn by Employee/ex-Employee*
3. *Number of Personal Grievances, in bands per year from 2008, settled as the result of a Mediation Hearing*
4. *Number of Personal Grievances, in bands per year from 2008, settled as the result of a Court/Legal Hearing*
5. *Financial cost incl Legal Fees etc, in bands per year from 2008, settled as the result of a withdrawal by Employee/ex-Employee*
6. *Financial cost incl Legal Fees etc, in bands per year from 2008, settled as the result of a Mediation Hearing*
7. *Financial cost incl Legal Fees etc, in bands per year from 2008, settled as the result of a Court/Legal Hearing*
8. *Copy of ACC internal policy in processing and dealing with such Grievances*

**Notes on the information requested**

We have interpreted your request for information “in bands” to mean information broken down by year. We have reported by financial year, ie 1 July to 30 June.

**Our response**

**1. Number of Personal Grievances lodged by ACC employees**

Please refer to Appendix 1 for the number of Personal Grievances (PGs) lodged by ACC employees from 1 July 2008 to 30 June 2020 by year of lodgement.

**2. Number of Personal Grievances withdrawn by Employee/ex-Employee**

ACC does not record information to the level of detail requested in a readily accessible way. To extract this data, we would need to find and manually review the records in approximately 190 staff personnel files. Therefore, we are refusing this part of your request under section 18(f) of the Act, as it would require substantial manual collation and research to extract the data.

**3. Number of Personal Grievances settled as the result of a Mediation Hearing**

ACC has recorded the level of information requested only in the last two years following a new process being introduced. The number of PGs settled in 2018/19 and 2019/20 is provided in the table below. The year of settlement may differ to the year the PG was lodged.

To extract the data for earlier years we would need to find and manually review the records in approximately 190 staff personnel files. Therefore, we are refusing this part of your request under section 18(f) of the Act, as it would require substantial manual collation and research to extract the data.

Year	SPGs settled by mediation
2018/19	7
2019/20	4

**4. Number of Personal Grievances settled as the result of a Court/Legal Hearing**

We have been unable to identify that any PGs were settled as a result of going to court.

**5. Financial cost incl Legal Fees etc settled as the result of a withdrawal by Employee/ex-Employee**

Please refer to our response to question 2 above. The same answer applies to this question.

**6. Financial cost of Personal Grievances settled as the result of a Mediation Hearing**

Year	Costs by year settlement paid \$
2018/19	183,523
2019/20	41,000

We have responded to your requests for information on financial costs relating to Personal Grievances (PGs) by providing the costs paid by ACC as a result of a settled PG. This is the only cost we can identify in our systems as we cannot identify the time of ACC staff who worked on any PG. ACC staff do not record their time against specific tasks.

**7. Financial cost of Personal Grievances settled as the result of a Court/Legal Hearing**

Please refer to our response to question 4 above. There are zero costs as there were no settlements as a result of a PG going to Court.

**8. Copy of ACC internal policy in processing and dealing with such Grievances**

The information requested is attached in Appendix 2.

**Who to contact**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto: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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood  
**Manager Official Information Act Services**

## Government Engagement &amp; Support

**Appendix 1. Number of Personal Grievances lodged by ACC employees by year lodged**

Financial Year	Number of PGs lodged
2008/09	9
2009/10	15
2010/11	18
2011/12	12
2012/13	7
2013/14	9
2014/15	14
2015/16	10
2016/17	8
2017/18	11
2018/19	17
2019/20	13