

29 October 2020

Sandra Keenan
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Tēnā koe Sandra

Your Official Information Act request, reference: GOV-007278

Thank you for your email of 9 October 2020, asking for the following information regarding these two issues Serious Service Failure request and Service failure for serious harm risk under the Official Information Act 1982 (the Act):

1. *Please advise the specific address for service for a Serious Service Failure Request. and Serious service failure causing risk to clients life or Serious Service failure request causing serious harm/risk*

Your reply should contain the name, title, department and email address of the individual such a documents should be directed to who would subsequently administer such claims

2. *Please supply specific details of what ACC requires to be provided for inclusion in such a process. Your reply should include each and all information requirements and documentation of such a claim.*
3. *Please supply the expected time frame a Serious Service Failure Request takes to be assessed and completed when all required documentation has been provided. And Serious Service failure request causing serious harm/risk Request takes to be assessed and completed when all required documentation has been provided*
Your reply should contain the maximum time ACC considers acceptable to complete this process

Our response

This information is available on the FYI website at this link - FYI.org.nz. As this information is publicly available, I am refusing your request under section 18(d) of the Act.

Who to contact

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