



1 August 2022

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Kia ora Anthony

Your Official Information Act request, reference: GOV-019380

Thank you for your email of 18 July 2022, asking for the following information under the Official Information Act 1982 (the Act):

In bands for years 2008-2022 Respectively

- 1. Apologies published by the ACC in Public Media*
 - 2. Apologies posted by the ACC on social media*
 - 3. Apologies issued by the ACC to Claimants*
 - 4. Corrections published by the ACC in Public Media*
 - 5. Corrections posted by the ACC on social media*
 - 6. Corrections issued by the ACC To Claimants*
- Corrections meaning: a change that rectifies an error or inaccuracy*
Apology meaning: a regretful acknowledgement of an offence or failure

Public apologies and corrections are publicly available

Questions 1, 2, 4 and 5 of your request ask for information that is in the public domain. As this information is publicly available, we are not providing a copy of it of it in this response. This decision has been made under section 18(d) of the Act.

Appendix 1 contains information on corrections issued by ACC

We interpreted question 6 as being the number of times ACC corrected someone's personal information. Appendix 1 contains data on the number of letters issued to claimants confirming ACC's actions or that a statement of correction was added to the claim file.

We are unable to provide data on apologies issued to claimants

We are refusing this part of your request as extracting the data would require us to manually read through all individual claim files, requiring substantial collation and research. This decision has been made under section 18(f) of the Act.

In making this decision, we have considered extending the timeframe, or charging, as allowed under the Act. However, neither of these options have been offered as we have determined that extracting this information would unreasonably interfere with the everyday functions of the teams involved.

If you're concerned about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz. If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi

Sara Freitag
Acting Manager Official Information Act Services
Government Engagement