

14 November 2023

fyi-request-24458-88b7d03e@requests.fyi.org.nz

Kia ora Anon

Your Official Information Act request, reference: GOV-028436

Thank you for your request of 17 October 2023, asking for the following information under the Official Information Act 1982 (the Act):

This is a request for information on how ACC determines and calculates the numbers of complaints. I am requesting the documents which show how ACC:

- defines, records, and responds to complaints appropriately and consistently throughout the organisation; and

- measures, monitors, and report on performance in handling complaints, including financial costs, complainant satisfaction, and the implementation of remedies.

Please provide me with the information on the steps a complainant can take to escalate a complaint which is not being handled fairly. That is information which details to whom and where a claimant is to lodge a complaint about the services provided (or lack of services provided) by the complaints team. Clearly, the complaints team cannot evaluate and investigate a complaint against themselves, because it couldn't possibly be unbiased.

Information regarding complaints

ACC has published relevant complaints information, here: www.acc.co.nz/assets/oia-responses/complaints-procedure-and-process-at-acc-oia-response-GOV-025288_redacted.pdf. We have also proactively released ACC complaints policies, here: www.acc.co.nz/resources/#/subcategory/248.

Complaints monitoring is done via board and executive reporting

We have identified the aide memoir 'Data analytics on ACC complaints' as being in scope of your request. This document is attached and contains information on how complaints are managed and reported on. As staff names were not requested, they have been deemed out of the scope of your request and removed.

Complaints escalation

The outcome of complaints about Resolution Services staff is peer reviewed by a team outside of Resolution Services. This is done to ensure the complaints management is fair. That said, there are several options if a client remains unsatisfied with the outcome of the complaint:

- If the complaint resulted in a decision on whether ACC has breached the Code of Claimants' Rights (the Code), the client can apply for a review of the decision by completing an ACC33 Review Application Form. More information can be found, here: www.acc.co.nz/im-injured/resolve-an-issue/request-an-independent-review/.
- If a decision was not made on whether ACC has breached the Code (a non-code complaint), the client can ask the complaints service to consider the complaint under the Code by phoning 0800 650 222 or emailing customerfeedback@acc.co.nz.

Further details about making complaints to independent organisations is available on the ACC website, here: www.acc.co.nz/im-injured/resolve-an-issue/talk-to-us-or-make-a-complaint/.

As this information may be of interest to other members of the public

ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you are not happy with this response

you can 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



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Government Engagement