



19 December 2023

Paul White

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Kia ora Paul

Your Official Information Act request, reference: GOV-029565

Thank you for your request of 13 December 2023, asking for information about what qualifies as severity two and three complaints under the Official Information Act 1982 (the Act). Please find the official definitions below.

Severity two complaints

A material service failure, scheme, legal or operational policy breach has been identified. The impact of the service failing, or breach has put the customer(s) privacy, health and safety at risk, and/or caused material hardship.

Severity three complaints

A material service failure, scheme, legal or operational policy breach has been identified. The impact of the service failing, or breach was significant, putting the customer(s) privacy, health and safety at risk, and/or caused material hardship. It also has the potential to put the organisation's reputation, public trust and confidence at risk.

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

ACC may decide to 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 have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi

Sara Freitag

Manager, Official Information Act Services
Government Engagement