

22 December 2015

Lee M

fyi-request-2536-072e789a@requests.fyi.org.nz

Dear Lee M

Official Information Act Request

On 28 February 2015, you asked for the following information under the Official Information Act 1982 (the Act):

“Why does the Accident Compensation Corporation not have an independent – external –dispute agency that deals with matters related to ACC processing and administration of claims similar to the Health and Disability Commissioner’s office for instance?”

ACC’s response, which was sent to you on 13 August 2015, was:

“ACC advises that FairWay Resolution Limited is an independent, Crown-owned company providing specialist conflict management and dispute resolution services. FairWay handles over 10,000 disputes each year — of all kinds and levels of complexity, including medical, insurance, financial services, telecommunications, family, local government and construction disputes.”

Upon receiving ACC’s reply, you wrote on 13 August that you were not satisfied that ACC had answered your request, and that ACC had “fudged” its answer. You stated:

“So, the question again is why does the ACC not have an independent - external - dispute agency that deals with matters related to ACC processing and administration of claims similar to the Health and Disability Commissioner’s office for instance?”

ACC did not acknowledge your request at the time as it simply repeated a question you had previously asked and to which we had provided a response. Notwithstanding that, it would have been more appropriate to confirm our earlier response as set out above and we apologise for not doing so sooner. As there is no further information to provide in answer to this question, ACC considers that correspondence on this matter is now closed.

You have the right to complain to the Office of the Ombudsman about our decision. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to *The Office of the Ombudsman, PO Box 10152, Wellington 6143.*

Yours sincerely



Government Services