

13 April 2015

D Lohr  
[fyi-request-2590-f7de40f8@requests.fyi.org.nz](mailto:fyi-request-2590-f7de40f8@requests.fyi.org.nz)

Dear Mr Lohr

### Official Information Act Request

Thank you for your email of 13 April 2015 seeking the following information under the Official Information Act 1982:

*"During my experience working with your staff, I have heard it said several times by your staff that "ACC works for most people." My questions are:*

- 1) How does ACC know that? Is there some sort of objective measure, or measuring stick for ACC staff making such an assumption?*
- 2) Do you send customer service surveys asking people about how they felt about the way ACC handled their claim?*
- 3) When was the last ACC customer service survey conducted, and by whom? What questions were asked?*
- 4) Please send me the results of such surveys for the last 3 years they were conducted."*

ACC is working on your request and will be in touch with you as soon as possible, and certainly by 12 May 2015.

If you have any questions about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz) or in writing to *Government Services, PO Box 242, Wellington 6140.*

Yours sincerely

**Government Services**