

7 May 2015

Mr James Littlejohn  
<mailto:fyi-request-2660-93562034@requests.fyi.org.nz>

Dear Mr Littlejohn

### Official Information Act request

Thank you for your email of 28 April 2015, requesting information under the Official Information Act 1982 (the Act) as follows:

1. How many claims made each year from 2012 to present have taken more than 12 months for ACC to make a decision on.
2. A summary of the number of claims that have been heard on appeal each year from 2012 to present, broken down by the number of months it has taken them to be heard as calculated from the date when the notice of appeal is filed.

ACC is pleased to provide the following information:

1. The following table shows the number of claims registered each year from 2012 that ACC has taken more than 12 months to make a decision on. The data is current as at 2 May 2015. ACC processes approximately 1.8 million claims annually.

**Table 1: Claims registered where registration to decision exceeded 365 days**

Registration calendar year	Total Claims registered
2012	843
2013	665
2014	84

2. Unfortunately, ACC does not hold or record data on the time it takes for claims to be heard at Appeal. It is a performance indicator for the Courts however, and the Tribunals Division of Ministry of Justice (MOJ) holds this information. I have transferred your request to them so that they can meet your needs. The transfer complies with section 14 of the Official Information Act 1982.

The Tribunals Division will be in touch with you shortly.

Please email [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz) if you have any questions regarding this letter. We will be happy to answer any questions or, if you have any concerns, work with you to resolve these.

If you are still not happy, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to:

The Office of the Ombudsman  
PO Box 10 152  
WELLINGTON 6143

Yours sincerely

  
**Government Services Team**