

18 June 2024

Anon

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Tēnā koe Anon

Time Extension of your Official Information Act request, reference: GOV-032555

Thank you for your email of 20 May 2024, asking for the following information under the Official Information Act 1982 (the Act):

1. *What is the "management system" used for ACC to capture the complaints and manage them in a consistent way? Is this EOS?*
2. *Please provide me with the list of internal rules, process, regulations, policies and any other documents about:*
 - (a) *where ACC complaints are captured,*
 - (b) *how complaints are captured in a consistent way by all ACC employees,*
 - (c) *how complaints are dealt with in a consistent way, and*
 - (d) *how ACC is able to determine whether the complaints are being handled, captured, and dealt with in a consistent way.*
3. *Please provide me with internal rules, process, regulations, policies and any other documents which detail how customer feedback numbers are generated for any given complaint on any given claim, and documented in the EOS system under the specified claim.*
4. *Please provide a detailed explanation of the complaints process for the following hypothetical situation.*

Jane Doe made a complaint about claim 999-999-9999 under the code. She complained that her entitlements were suspended without notice. She complained that nobody had reviewed her claim prior to suspending entitlements. After reviewing her claim access log, she found more than 50 ACC employees had accessed her information, yet she had only been notified of one person who was managing her claim and ACC did not provide her with the reasons for those employees access, as she had requested, nor did ACC explain why that was the case.

Please provide a detailed explanation of the steps ACC would take, with time frames, to acknowledge the complaint, discuss the complaint with Jane Doe, investigate the complaint, discuss the findings and potential remedies with Jane Doe, and provide her with a final notice.

Please include the specific steps ACC would take during the investigation, as well as how and where this would be documented by ACC.

ACC needs extra time

The Act requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and we are therefore writing to notify you of an extension of the time to make our decision, to 17 July 2024.

This extension is required because consultations necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit.

If you are not happy with this response

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Ngā mihi



Christopher Johnston
Manager Official Information Act Services
Government Engagement