

24 June 2024

Anon  
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Tēnā koe Anon

**Time Extension of your Official Information Act request, reference: GOV-032605**

Thank you for your email of 24 May 2023, asking for the following information under the Official Information Act 1982 (the Act):

*This is a request for a copy of each " Claim validation framework: guide" which were in effect from July 2021 to present*

*Please also include with this request:*

- *Criteria for a cover decision to be considered made in error*
- *Criteria for determining that evidence is new*
- *Reasons a cover decision cannot be revoked*
- *ACC850 Decision rationale form*
- *Knowledge for Cover Assessors documents*
- *GUIDELINES Supporting the Diverse Needs of our Clients*
- *Clinical questions guide*

**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 23 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.

**How to get in touch**

Please contact me on [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz) if you would like to discuss this letter. I will be happy to answer any questions or, if you have any concerns, work with you to resolve these.

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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Ngā mihi



Christopher Johnston  
**Manager Official Information Act Services**  
Government Engagement