



18 November 2015

Lee M.

[fyi-request-3310-b23583af@requests.fyi.org.nz](mailto:fyi-request-3310-b23583af@requests.fyi.org.nz)

Ref: DOIA 1516-0688

Dear Lee M.,

Thank you for your request of 3 November 2015 requesting under the Official Information Act 1982, the following information:

- *Has the Governor-General exercised the abovementioned authority and prescribed rules for the conduct of AC Act review hearings conducted by Fairway Resolution Limited?*
- *If the answer to the above question is "yes", can you please provide me with a copy of those rules under the OIA.*
- *If the answer to the above question is "no", can you please provide the fullest possible as to why the Governor-General has not done so.*
- *Also, can you please advise me why there is no independent complaints process for review hearings conducted by Fairway Resolution Limited under the AC Act? And, what is disgruntled claimant to do when they have legitimate grievances about the administration of their review applications and the procedures followed by Fairway Resolution Limited in relation thereto regarding the attitude and conduct of the reviewer, given that the powers provided to reviewers under Section 5 of the AC Act are so wide as to allow reviewers to conduct reviews as they see fit without their being any policy, guidelines or rules around what this means exactly.*
- *Lastly, where there is an abuse of power and/or process by a Fairway Resolution Limited reviewer, what statutory recourse is available to ACC claimants?*

Your request has been transferred to the Ministry from the Ministry of Justice and is being processed in accordance with the Official Information Act 1982. If you have any enquiries regarding your request, you may contact us via email at [oiia@mbie.govt.nz](mailto:oiia@mbie.govt.nz) or

Alan Witcombe  
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Ministry of Business, Innovation and Employment  
PO Box 3705  
Wellington 6140

Your request was received on 3 November 2015 and a response will be sent to you as soon as possible.

Yours sincerely

Alan Witcombe  
Manager, Ministerial Services

