

23 December 2015

Lee M

[fyi-request-3493-727113d0@requests.fyi.org.nz](mailto:fyi-request-3493-727113d0@requests.fyi.org.nz)

Dear Lee M

### We're transferring your request for information

Thank you for your request 18 December 2015, asking for a range of information about the Privacy Commissioner and ACC complaints.

ACC does not hold any of the information you requested, therefore it is transferring your request to the Office of the Privacy Commissioner and to the Ministry of Justice, pursuant to section 14 of the Official Information Act 1982.

To clarify:

- Questions 1-3, 11-13, 15-16 and the part of question 14 that does not relate to the Office of the Privacy Commissioner have been transferred to the Ministry of Justice for response.
- Questions 4-10 and the first part of question 14 (ie "Why are the Privacy Commissioner and Ombudsman routinely writing to complainants - and have being doing so for over a year now - saying that their offices are overloaded with complaints, that they cannot cope, and that it will take some months before a response is forthcoming") have been transferred to the Office of the Privacy Commissioner for response.

You can expect to hear from both agencies in the new year.

If you have any questions or concerns 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*.

If you're unhappy with this response, you have the right to complain to the Office of the Ombudsman. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to The Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely,



**Government Services**