

18 April 2016

David Lawson
fyi-request-3731-33014c06@requests.fyi.org.nz

Dear Mr Lawson

Official Information Act Request

Thank you for your email dated 13 April claiming that ACC has not responded to your requests for information about the Intricate Claims Unit/Wellington Central Branch under the Official Information Act 1982 (Act).

Response

ACC has responded to your request in full in our response dated 12 April 2016. The performance of the Wellington Central Branch (WCB) is measured in much the same way as other front line offices, and is based on ACC's organisational goals/targets for compensation and rehabilitation.

Please refer to our external website which has details about ACC's performance measures. The link is <http://www.acc.co.nz/about-acc/reports-and-strategy/index.htm>

Queries or concerns about ACC's response

If you have further questions, contact us by email at GovernmentServices@acc.co.nz.

You have the right to make a complaint to the Office of the Ombudsman regarding our response. 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