

24 March 2016

David Lawson
fyi-request-3746-3fce63e8@requests.fyi.org.nz

Dear Mr Lawson

Official Information Act Request

Thank you for your request, seeking information on the following matter on the 14 March 2016:

all official information that is associated with and detail the the process that ACC Complaint Investigators are bound to comply with in response to the conducting an investigation of a complaint on behalf of an ACC client.

Please supply all procedural, policy, guidelines and training manuals, documents and information associated with the full complaints process, through ACC receiving and acknowledging a clients complaint through to the completion of the investigation by the OCI Investigator, inclusive of all responsibilities attached to the OCI complaint investigator during this full process.

In your response please ensure all official information associated with the use of ACC's ACC712 Summary of events documentation is enclosed with your response, together with the official information that outlines the Complaint Investigators responsibility to complete this ACC712 Soe fully for each complaint, be there one complaint or several complaints.

Please also provide all official information associated with the responsibilities of the OCI Investigator, in the event that an OCI Complaints investigator is approached by an ACC client and requested to provide an amended preliminary ACC712 Summary of events document that fully responds to each complaint under investigation under all categories of the ACC712 form being Details of complaint, Investigations, breaches, requested outcomes/remedies sought, details of investigations done, the appropriate responses to the complaint under the Act, code and related legislation , and the OCI Investigators individual preliminary findings for all complaints under investigation to be included on the ACC712 Summary of events.

With the acc client's request based on the prior provision by the ACC OCI investigator of an incomplete ACC712 Summary of events supplied to them that;

- 1) fails to describe the OCI Investigators understanding of several of the complaints,*
- 2) omits to provide details of any investigations undertaken by the Complaints investigator,*
- 3) omits to educate the ACC claimant on the impact of the complaint in terms of the Act, Code and any other legislation,*
- 4) and omits to provide a preliminary finding on several complaints,*

which in essence the OCI Investigator has at the preliminary ACC712 Summary of events stage, failed to investigate the complaint and therefore removes the ACC client's ability to have a valid right

of reply to the ACC Complaint Investigators investigation as noted above, and in the ACC OCI Investigator doing so compromises the ACC client's rights to have their complaint fairly investigated, to be in a position to be fairly hear through this complaints investigation process and thus by association the clients right to receive natural justice thorough this process has been substantively compromised.

ACC is working on your request and will be in touch with you as soon as possible and certainly no later than 13 March 2016.

If you have any questions in the meantime, please contact GovernmentServices@acc.co.nz.

Yours sincerely

Government Services