



30 November 2017

Anthony Jordan
fyi-request-6839-2ff700c1@requests.fyi.org.nz

Dear Mr Jordan

Reference: 0051000

Official Information Act Request

Thank you for your request of 16 November 2017, asking for the following information under the Official Information Act 1982:

1/ Please supply a list of current Branches to date that record phone calls

2/ Please supply list of Branches that do not offer a copy of any recording of conversations, between claimants and the Corporation, as of today's date

Our response

All ACC branches have the ability to record phone calls between a client and ACC. A list of branches is below:

Alexandra	Hawkes Bay	New Plymouth	Timaru
Auckland	Henderson	North Harbour	Waikato
Christchurch	Hutt Valley	Palmerston North	Wellington
Counties Manukau	Invercargill	Porirua	Whakatane
Dunedin	Masterton	Rotorua	Whanganui
Gisborne	Nelson	Tauranga	Whangarei
Greymouth			

All branches also have the ability to provide a copy of a phone recording, dependent on the following:

- The phone call must have been recorded
- The recording must still exist

As advised previously, phone calls to branches are recorded on a random basis for the purposes of training and are deleted after 14 days. Certain staff, such as branch managers and team managers, do not have their phone calls recorded.

Comment or queries

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 GES@acc.co.nz or in writing to *Government Engagement and Support, PO Box 242, Wellington 6140*.

If you're unhappy with ACC's response, you may make a complaint 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 Engagement and Support