

27 May 2013

Ms Gladys Webster
fyi-request-852-a645f984@requests.fyi.org.nz

Dear Ms Webster

ACC needs more time to work on your request for information

On 5 May 2013 you asked ACC for the following information, under the Official Information Act 1982 (the Act):

1. How many complaints have ACC and SCU received regarding the following assessors over the last 5 years?
2. At what number of complaints will ACC and SCU take notice and notify the psychiatrist of the rising numbers of complaints?
3. At which point (e.g. number of complaints received) will ACC and SCU remove a psychiatrist from their 'preferred assessors' list?
4. Surely complaints received are taken very seriously by ACC and SCU as complaints usually regard assessors breaking the Medical Code of Ethics – First do no harm – and secondly the ethical codes of their particular organisation. How do ACC and SCU manage this situation?
5. If the Medical Council were to uphold a complaint in any form how would ACC or the SCU respond to the assessor?
6. What limits on practice and future assessments would be placed on such assessors?
7. How do people get inaccurate information written by these assessors corrected so that under the Code of Claimant rights ACC and SCU hold "full and accurate" information regarding people's claims?

ACC is still working on your request and has extended the date for its response to you by an additional five working days, to 10 June 2013. Please note this timeframe excludes Queen's Birthday on Monday 3rd June 2013 as a non-working day (under the Act).

I can assure you ACC will respond as soon as possible, and that a response may be possible before this extended deadline. This decision is made pursuant to Section 15A of the Official Information Act 1982.

Acc is happy to answer your questions

You can reach me at gabby.boag@acc.co.nz if you would like to discuss this letter. I'll be happy to answer any questions or, if you have any concerns, work with you to resolve these.

If you're still not happy, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to:

The Office of the Ombudsman
P O Box 10 152
WELLINGTON 6143

Yours sincerely



Gabby Boag
Senior Advisor