



5 March 2024

Anthony Jordan

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Kia ora Anthony

Your Official Information Act request, reference: GOV-030597

Thank you for your request of 18 February 2024, asking for the following information under the Official Information Act 1982 (the Act):

Please provide the following for all Concussion Clinic and Post concussion Clinic Services established by the ACC for respective years 2010 to date:

- 1. General Client Feedback Post Completion of using any ACC Initiated Concussion Clinic and Post concussion Clinic Service for respective years 2010 to date*
- 2. Number of Complaints made by Clients during participation of using any ACC Initiated Concussion Clinic and Post concussion Clinic Service for respective years 2010 to date*
- 3. Number of Complaints made by Clients Post-participation of using any ACC Initiated Concussion Clinic and Post concussion Clinic Service for respective years 2010 to date regarding service received*

General client feedback

Under the current ACC Concussion Services contract, suppliers are required to report to ACC on any service improvement work undertaken, which can include actions on client feedback. Anecdotal feedback and supplier reporting indicate high client satisfaction levels.

Under section 2(5) of the Act, we considered asking each provider to provide the specific feedback they have received. However, given the volume of suppliers ACC has under the Concussion Services contract, providing that information would require substantial collation and research and be refused under section 18(f) of the Act.

Recent changes ACC has implemented regarding how clients access the service have demonstrated faster service provision for clients. ACC is also undertaking work to gain and collect client feedback in relation to Concussion Services. This work means we can report on this feedback in future.

We are unable to provide data on the number of complaints related to Concussion Services

We are refusing these parts of your request as extracting the data would require us to manually read through individual claim files, requiring substantial collation and research. This decision has been made under section 18(f) of the Act.

In making this decision, we considered extending our timeframe to respond and charging (as allowed under the Act). However, it was determined that the resources required to extract the data would have a significant impact on the everyday functions of the team(s) involved.

As this information may be of interest to other members of the public

ACC may decide to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz. If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



Christopher Johnston
Manager Official Information Act Services
Government Engagement