

Your complaint number is **[Complaint number auto]**

Date auto

CLT_TITLE auto Client_First_Name auto
Client_Last_Name auto
Address Line 1 Auto
Address Line 2 Auto
Address Line 3 Auto Post Code Auto

Dear CLT_TITLE auto Client_Surname auto

We've started looking into your complaint

We just wanted to let you know that ACC received your complaint on [date] and it's been sent to us in the specialist complaints team to investigate your concerns.

What happens next

We'll look over your claim and the details of your complaint and contact those involved. We'll review what happened and why, and what we can do to prevent it from happening again. If we need more information we'll get back in touch with you.

We'll also send you our initial findings before completing the investigation so that you have the chance to add anything else you think is relevant to your complaint or let us know about something we may have missed.

We're aiming to complete the investigation by [date 28 days time], and will keep you up-to-date as we go.

The Code of ACC Claimants' Rights

It's possible your complaint may be covered by the Code of ACC Claimants' Rights (the Code), although we won't be able to confirm this until we've looked into the details. The Code was written to support and guide how we work together. It aims to make sure we provide you with a high standard of service by:

- treating you with dignity, respect, honesty and courtesy
- treating you fairly and listening to you and your views
- respecting your culture, values and beliefs
- welcoming any support people you bring with you
- communicating with you openly and honestly
- keeping you fully informed
- respecting your privacy, and letting you see and correct the information we hold about you
- respecting your right to complain.

We can also look at complaints that aren't covered by the Code.

If you'd like to talk to us about this letter or have any questions, we'd be happy to help. You'll find our contact details below.

Yours sincerely

[Staff_Name auto]

[Job Title auto]

Telephone: 0800 650 222