



19 April 2022

Tui Aroha Williams
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Kia ora Tui Aroha

Your Official Information Act request, reference: GOV-017376

Thank you for your email of 23 March 2022, asking for the following information under the Official Information Act 1982 (the Act):

How many doctors or therapists or Accident Compensation Corporation claimants have complained to Accident Compensation Corporation of Accident Compensation Corporation service since 1972 please add that up and share it as that is my main question clarified precisely in a way Accident Compensation Corporation can answer as its a question.

I need that answer to seek a pattern in Accident Compensation Corporation running of the scheme and where I can see what works and what does not.

I understand all complaints are without names but Accident Compensation Corporation do keep count and I want the number of complaints and the different categories too as in complaints aboutwork payments one category to sensitive claims complaints to levy amount complaints to case owner complaints is another section to the Accident Compensation Corporation scheme as a whole and whether it should be there complaint so I want all complaints sent to me and their outcome whether fixed sorted or dropped as inactive.

We have already provided you with information about complaints linked to sensitive claims

On 10 March 2022, we responded to your request for information about complaints linked to sensitive claims (our ref: GOV-016503). Therefore, we are not providing any further information about complaints linked to sensitive claims in this response.

Complaints by doctors or therapists (providers)

Providers have most of the same options for lodging complaints as claimants – they can lodge complaints locally (through Client Recovery staff), through their Portfolio Specialist/key contact person, or through the Customer Resolutions Team.

As ACC does not have a central record of complaints made by providers, we are refusing your request for the number of complaints made by doctors or therapists, as it would require substantial collation and research. This decision is made under section 18(f) of the Act.

We cannot provide the remaining complaints information you have requested

As advised in our response to you dated 10 March 2022 (ref: GOV-016503), there are limitations on ACC's complaints data prior to 2010 because they were stored in a separate complaints database. These complaint files have since been scanned into ACC's current client information system, Eos; however, they are not easily located.

Additionally, in order to provide the number of complaints broken down by the categories you have requested, and the outcome of those complaints, we would need to undertake a manual search through thousands of claims. Therefore, we are refusing to provide this information as it would require substantial collation and research. This decision is made under section 18(f) of the Act.

Where we have refused to provide information under section 18(f) of the Act

In making our decision to refuse under section 18(f) we have considered extending our response timeframe for your request and/or charging (under the Act). However, we have not offered either of these options as we have determined that the resources required to extract the information would have a significant impact on the everyday functions of the team(s) involved.

If you're concerned 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



Sara Freitag

Acting Manager Official Information Act Services

Government Engagement & Support