



7 June 2023

Sarah Brodrick

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Kia ora Sarah

**Your Official Information Act request, reference: GOV-025190**

Thank you for your request of 21 May 2023, via the FYI website, asking for the following information under the Official Information Act 1982 (the Act):

*The Ombudsman has provided written communication that prior to an ACC Claimant raising a complaint about ACC with this government agency that a complaint must be made to the ACC Chief Executive Officer. However upon communicating to the ACC Resolutions Team of a request to escalate a complaint about the service I've received by the ACC Resolutions Team to the ACC Chief Executive Officer, I have been advised by an ACC Resolutions Specialist that all complaints that are addressed to the ACC Chief Executive Officer are managed by the ACC Resolutions Team. The complaint I want to raise is directly about the ACC Resolutions Team and Manager. If the Ombudsman has clearly provided a pathway for ACC Claimants to escalate complaints to the ACC Chief Executive then my expectation is that I am able to do so.*

*As per the information provided by the Ombudsman, I would like ALL Official information about how an ACC Claimant can escalate a complaint to the ACC Chief Executive Officer and what the complaint process involves, any internal policy, procedures and ACC work practices involved*

*I would like ALL Official information about how an ACC Claimant can make a complaint against the ACC Resolutions Team and Manager, and the internal process, policy and mapping of the appropriate staff and or departments involved*

*I would like ALL Official information about the ACC Chief Executive's involvement in ACC Claimants' Complaints addressed to the ACC Chief Executive (I am specifically wanting to know if the ACC Chief Executive has an active role in ACC Clamaints Complaints which are addressed to the ACC Chief Executive) I'm not interested in any specific details of ACC Claimants, Complaint details etc)*

*I would like ALL Official information about the ACC Complaint Process for ACC Claimants including any internal procedures, policies, ACC work practices and resources*

*I would like ALL Official information about the role of an ACC Resolution Specialists role and any resources available (I do not require specific details of staff members)*

*I would like ALL Official information about the role of an ACC Resolutions Manager and any resources available (I do not require specific details of staff members)*

*I would like ALL Official information about the ACC Resolutions Team and what internal policy, procedure and any resources around this department has in  
a) reasonably accommodating to a disabled person's requests when managing a complaint on behalf of the ACC Claimant who identifies as having disabilities,*

*b) when the ACC Resolution Specialist is navigating directly with the ACC Claimant (specifically communication needs)*

*I would like ALL Official information about the ACC Resolutions Team and if staff have had any training in disability education, disability awareness and disability navigation when dealing with ACC Claimants who identify as having disabilities.*

**As specified in section 12(2) of the Act, requests must be made with due particularity**

Providing all information ACC holds on complaints, and its Resolutions team, would require substantial collation and research and therefore be refused under section 18(f) of the Act. However, to provide you with reasonable assistance, we have provided key information to address the points raised in your request.

**The Customer Resolution Team is ACC's complaints management function**

The Ombudsman's website states: "Before coming to the Ombudsman you should try to resolve the issue with the public sector agency itself. Many agencies have a complaints process."

At ACC, the Customer Resolution Team ensures that any complaints are managed. If the customer requests escalation of their complaint, the Customer Resolution Team will engage the Customer Response team to determine whether a complaint should be escalated to Executive team or the Chief Executive level. However, if escalated, the complaint itself is still managed by Customer Resolution Team.

It is also important to note that when a complaint relates to a member of Resolution Services, Customer Response will review the response to the complaint to make sure it is robust and non-biased before it is sent to the complainant. ACC's complaints process is publicly available, here: [www.acc.co.nz/im-injured/resolve-an-issue/talk-to-us-or-make-a-complaint/](http://www.acc.co.nz/im-injured/resolve-an-issue/talk-to-us-or-make-a-complaint/).

**Documents related to managing complaints**

For more information on the management of complaints, including information about specific roles, we have attached the following documents as Appendix 1:

- Receive and Assess Complaint
- Responsibility for managing complaints Policy
- Rules for managing complaints Policy
- Position description: Resolution Specialist
- Position description: Resolution Manager

As staff names were not requested, they have been deemed out of the scope of your request and removed.

**ACC does not have any policies specific to managing claims from clients with disabilities**

However, this information is addressed in the Code of ACC Claimants' Rights, here: [www.acc.co.nz/assets/im-injured/730eea8693/claimant-rights.pdf](http://www.acc.co.nz/assets/im-injured/730eea8693/claimant-rights.pdf) and ACC's Behaviours to Uphold the Code document. Managing claims where clients have disabilities is included in general induction conversations with Review Specialists and Resolution Specialists. Resolution Services staff are also referred to an internal learning page about disabilities. Both the Behaviours to Uphold the Code and the learning about disabilities documents are provided in the attached appendix.

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

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

Ngā mihi



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