



12 December 2023

Anon

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Kia ora

**Your Official Information Act request, reference: GOV-029180**

Thank you for your email of 24 November 2023, asking for the following information under the Official Information Act 1982 (the Act):

*Please provide me with the copies of all Quarterly Customer Feedback Reports from 01/01/2018 to present. If these Quarterly Customer Feedback Reports do not include the "area of the business managing the individuals claim", then please include this information. Please include the number of complaints by also the category of the nature of the complaint.*

**The Quarterly Customer Feedback reports are attached**

We have included all reports from Q3 2018/19 (the first report) to Q1 2023/24 (the latest report). Please note that the name of the report changed in Q4 2022/23 from the 'Customer Feedback Report' to the 'Complaints Report.'

*We have withheld some information about individual complaints to protect our clients' privacy*  
In doing so, we have considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these individuals. This decision is made under section 9(2)(a) of the Act.

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

ACC may publish 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](http://www.acc.co.nz/resources/#/category/12).

**If you are not happy with this response**

You can 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

Sara Freitag  
**Manager, Official Information Act Services**  
Government Engagement