

All about Working together



We want to work with you to resolve any problems. So if you have an issue with something we've done or a decision we've made, we'll work with you to sort it out as quickly as possible.

How do I resolve an issue?

Most issues can be resolved quickly and easily by talking to the person you've been dealing with at ACC. Or you may prefer to talk to that person's manager.

If you're still not happy, or you're uncomfortable talking with the person involved or their manager, please call our Customer Support Service and they'll make every effort to sort out the problem with you. They'll talk to you about your options, including mediation, an independent review of decisions related to cover or entitlements, or lodging a complaint.

What is mediation?

Mediation involves a qualified, independent person bringing you and ACC together to look at the issue and work out a solution together.

For more information contact the Customer Support Service or talk to the person you've been dealing with.

What is an independent review?

If you're not happy with a decision we've made, you can ask for it to be independently reviewed. This will be carried out by a specially trained person from outside ACC. A formal hearing will be arranged for you and ACC to attend.

At the hearing, the reviewer will consider the information presented by both parties and will make a ruling on the outcome of the review.

We're happy to answer your questions.

If you'd like to know more, please call your Client Service staff member or 0800 101 996. In addition, you may be interested in the following information:

For information on...	See the guide ...
complaints and reviews	Working together to resolve issues (ACC2393)
review hearings	All about review hearings (REVIS01)
how we collect and use your information	Collection and disclosure of information (INPIS01)

Copies are available at any ACC Branch, on our website www.acc.co.nz or by calling **0800 101 996** between 8am and 5pm.

You're welcome to bring someone to represent you at a review hearing, including a solicitor or an advocate. In many cases we're able to help with the cost of this. Your local Citizens Advice Bureau will be able to give you a list of advocates in your area.

How long do I have to request a review?

You need to apply, in writing, for a review within three months of the decision date. This deadline may be extended when situations outside your control have prevented you applying within this timeframe. Apply as soon as possible, even if you want to explore mediation. You can withdraw your review application at any time.

How do I make a complaint?

You can make an official complaint if you feel the service you received from us breached the Code of ACC Claimants' Rights, or if you are dissatisfied with the way your entitlements have been managed. You can request a formal investigation even if your problems and concerns were addressed at a local level or through the Customer Support Service.

The Office of the Complaints Investigator will look into the matter, and work together with you to resolve your complaint.

Please contact our Customer Support Service and they'll discuss the options available to you.