



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Āwhina Hunga Whara

Working together to resolve issues





For more information

ACC information online

www.acc.co.nz

Claim information freephone

0800 101 996

We have interpreters who can help you talk to us.

Working together to resolve issues

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

What usually works to resolve issues

Most issues can be resolved quickly and easily by talking to who you've been dealing with at ACC, because they understand your situation. Otherwise you may prefer to talk to that person's manager.

Other ways to resolve an issue

Customer Support Service

If you don't feel comfortable talking to the person you've been dealing with or their manager, or you're still not happy after discussing your issue, you can contact our Customer Support Service.

The Customer Support Service will work with you and relevant ACC staff to find a solution (aiming to do so within four working days).

How to contact our Customer Support Service:

- Freephone: 0800 650 222
Monday-Friday, 8am-5pm
- Freefax: 0800 750 222
- Email: complaints@acc.co.nz
- Mail: Freepost 264, ACC, PO Box 892, Hamilton
- Website: www.acc.co.nz/feedback

Facilitation or mediation

In some cases, facilitation or mediation may be the best option to help resolve an issue. This involves a qualified, independent person bringing you and ACC together to look at the issue and work out a solution. The Customer Support Service may suggest you take up this option. Otherwise you can talk to the person you've been dealing with at ACC about arranging mediation or facilitation.

Making a complaint

You can make a complaint if you're unhappy with the service you received from us, if you feel it breached the Code of ACC Claimants' Rights (see page 6).

You can ask the Customer Support Service to do this for you. Otherwise, you can complete a Complaint form (ACC709), available on www.acc.co.nz or from your nearest ACC branch.

The Office of the Complaints Investigator will look into the matter in detail and decide whether there has been a breach of the Code of ACC Claimants' Rights. You'll be advised of the decision in writing.

Right to review an ACC decision

You have the right to an independent review of any ACC decision related to:

- whether or not your claim was approved (ie a cover decision)
- what we can and can't do to help you (ie entitlements)
- the service you received from us, if you feel it breached the Code of ACC Claimants' Rights.

A review application must be lodged within three months of the date you receive our decision. If you've got a good reason why you can't meet this deadline, you may still be able to submit a late application for review.

An Application for Review form (ACC33) is available on www.acc.co.nz or from your nearest ACC branch.

Right to appeal a review decision

If you aren't happy with the review decision and your complaint is to do with a cover decision or entitlements you can appeal to a District Court.

A review decision about the service you received from us (that has been dealt with by the Office of the Complaints Investigator) can't be appealed to a District Court - the independent review is the final step for this.

Most issues can be resolved quickly and easily by talking to who you've been dealing with at ACC, because they understand your situation.

Other organisations that may be able to help you

Depending on your issue, the following independent organisations may also be able to help you.

For an issue about your privacy:

Office of the Privacy Commissioner

Freephone: 0800 803 909

Website: www.privacy.org.nz

If you feel you've been treated unfairly by a government agency:

Office of the Ombudsmen

Freephone: 0800 802 602

Website: www.ombudsmen.govt.nz

If you're unhappy about a health or disability service you've received, or the conduct of the treatment provider:

The Health and Disability Commissioner

Freephone: 0800 112 233

Website: www.hdc.org.nz

The Code of ACC Claimants' Rights

To help us help you, we use a code to guide how we'll work together. This Code of ACC Claimants' Rights (or 'Code') aims to make sure we provide you with a high standard of service by:

- ***treating you with dignity, respect, honesty and courtesy.*** We'll understand you may be finding everyday life hard (physically, emotionally, socially, financially)
- ***treating you fairly and listening to you and your views.*** We'll respect any impairment you may have
- ***respecting your culture, values and beliefs***
- ***welcoming any support person(s) you bring with you***
- ***communicating with you openly and honestly.*** We'll answer your questions and give you information quickly. We can also help to provide an interpreter
- ***keeping you fully informed.*** We'll give you information about the types of help we provide, how to apply and how long things may take. We'll tell you about your entitlements and

responsibilities, and let you know if these change. We'll tell you about your options to review or appeal a decision we make

- *respecting your privacy*, and letting you see and correct the information we hold about you
- *respecting your right to complain*. We'll work with you to find a solution. We'll tell you about the options for resolving issues and how long it's likely to take.

Full Code

Above is a summary of the Code of ACC Claimants' Rights. You can ask us for a copy of the full Code or get a copy from Bennetts and Whitcoulls bookshops.

When the Code came into effect

The Code of ACC Claimants' Rights came into effect on 1 February 2003. You can raise issues or make a complaint under the Code for an event that happened from that date onwards.

Would you like ACC information in another language?

We have interpreters who can help you talk to us. Phone us on **0800 101 996** – it's a free call.

If you're deaf you can contact us on deaf@acc.co.nz or fax 0800 332 354.





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