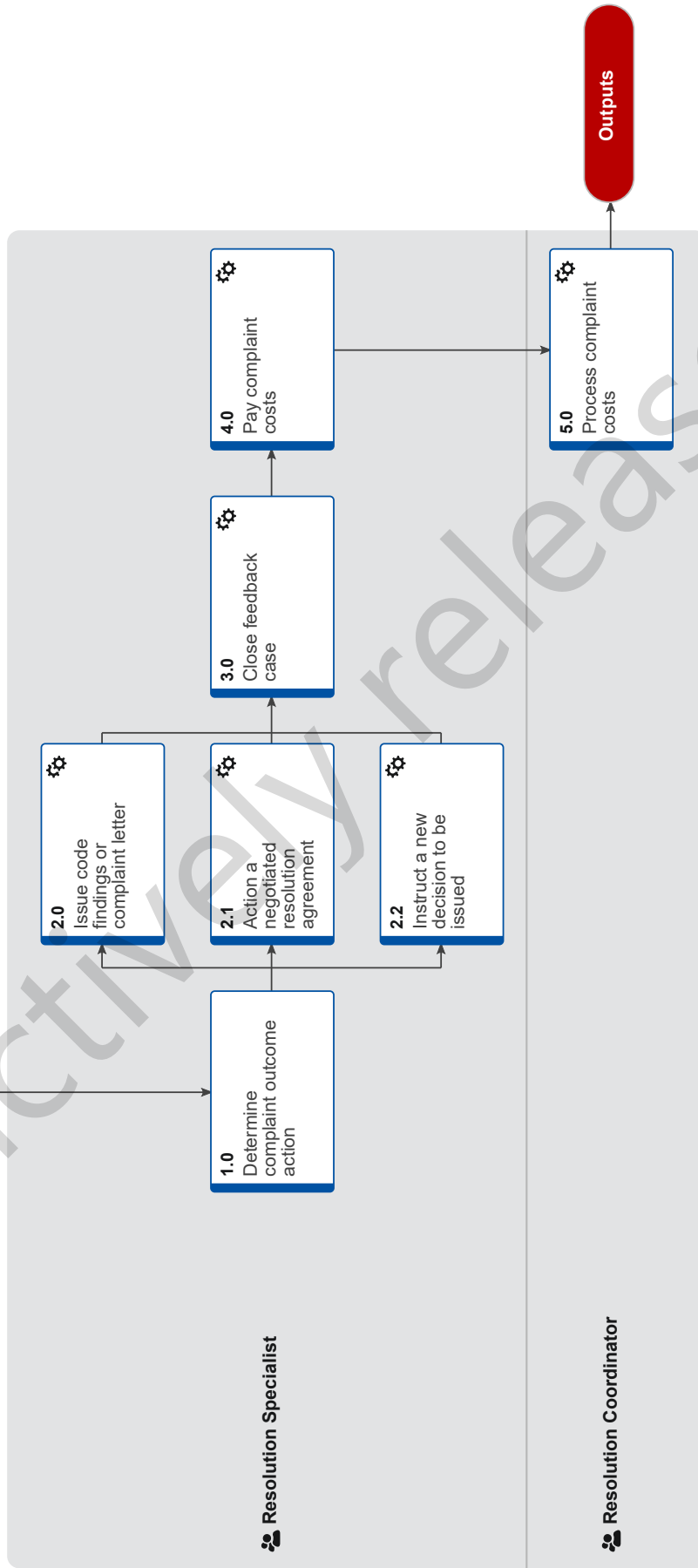




Triggers & Inputs



Summary

Objective

To complete the agreed resolution outcome so that the complaint can be closed.

Background

All ACC clients, their authorised representatives, business customers or providers can share their concerns about a decision we've made or the service we've provided. These are managed at local level (by staff receiving the complaint), or by the Customer Resolution team.

Customer Resolutions work with clients and ACC to resolve issues that have been escalated to them. They will also investigate and respond to complaints made under the Code of ACC Claimants Rights.

Owner [Name withheld]

Expert

Procedure

1.0 Determine complaint outcome action

Resolution Specialist

- a Identify the outcome action required.

NOTE What if you need to issue a code findings or complaint letter?

Go to '2.0 Issue code findings or complaint letter'.

NOTE What if you need to action a negotiated resolution agreement?

Go to '2.1 Action a negotiated resolution agreement'.

NOTE What if a new decision needs to be issued?

Go to '2.2 Instruct a new decision to be issued'.

2.0 Issue code findings or complaint letter

Resolution Specialist

- a Generate a 'COM01 Your complaint - Findings' letter on the relevant feedback case.

 COM01 Your complaint - Findings

NOTE What if it is a complex complaint, unusual issue, may have reputational impact on ACC, or you have not been signed off on writing Code decision letters?

Email a draft of the 'COM01 Your complaint - Findings' letter to the Senior Resolution Specialist, Resolution Manager, Principal Advisor (Customer Response) or other staff member for checking and await response.

- b Email a copy of the completed 'COM01 Your complaint - Findings' Letter to the relevant business unit(s).

NOTE What if the complaint was about an issue on a claim that is managed by Supported Recovery or Partnered Recovery?

Notify the Recovery Team Member (RTM) who is managing the claim.

NOTE What if the complaint was about a staff member's actions, behaviour, communication, service, or conduct in their current role?

Notify the staff member's current Team Leader. The staff member's current Client Service Leader will also be notified if the complaint allegations were serious in nature.

NOTE What if the complaint was about a staff member's actions, behaviour, communication, service, or conduct in a previous role?

Notify a Client Service Leader in the space where the staff member was working at the time that the action/behaviour occurred. The Client Service Leader can then delegate to a member of their team if required or contact the staff member's new leader if Code of Conduct action is required.

NOTE What if the complaint was received via the Ministerial team?

Email GovernmentServices@acc.co.nz to notify them of the complaint outcome.


NOTE What if the complaint is about an Accredited Employer (AE) or Third Party Administrator (TPA)?

- If the complaint is about an AE (work injury claims only) - email the findings letter to aepqueries@acc.co.nz
- If the complaint is about a TPA (non-work injury) - email the findings letter to tpasupport@acc.co.nz

NOTE What if the complaint was received via the Executive Office, or customer/representative had asked for the complaint to be managed by a Deputy Chief Executive, Chief Executive Office, or the ACC Board?

Consult with Principal Advisor (Customer Response), then send a copy of the complaint outcome to ExecutiveOffice@acc.co.nz (Executive Office inbox).


- c In Eos, upload the completed 'COM01 Your complaint - Findings' Letter' to the feedback case.

- d Send a copy of the 'COM01 Your complaint - Findings' Letter to the customer and/or their representative.
 - e Update the Code Breach Tracking Tool to capture complaint outcome.
 -  Code Breach Tracking Tool
 - f Go to '3.0 Close feedback case'.
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2.1 Action a negotiated resolution agreement

Resolution Specialist

- a Generate a 'COM01 Your complaint - Findings' letter on the relevant feedback case.

 COM01 Your complaint - Findings


NOTE What if it is a complex complaint, unusual issue, may have reputational impact on ACC, or you have not been signed off on writing Code decision letters?

Email a draft of the 'COM01 Your complaint - Findings' letter to the Senior Resolution Specialist, Resolution Manager, Customer Response or other staff member for checking and await response.

- b Contact the decision maker and have a conversation about your recommendation to offer a resolution agreement.

NOTE What if the decision maker does not agree with offering a resolution agreement?

Escalate as necessary. The final decision rests with the Resolution Specialist/Senior Resolution Specialist and the rationale should be clearly recorded in Eos.

 Delegations Framework

- c Document the conversation between parties to show that all practicable efforts have been made to achieve an agreed decision.
- d In Eos, generate a 'REV43 Settlement' letter (if they verbally agreed to a resolution agreement) on the feedback case and send this to the customer or representative along with the 'COM01 Your complaint - Findings letter' previously generated.

NOTE What if a potential resolution agreement is over \$2,000?

Email a Senior Resolution Specialist or Resolution Manager to seek prior approval. Confirmation that a Senior Resolution Specialist or Resolution Manager has approved the settlement offer must be noted in EOS with the Resolution Rationale.

Please note that seeking Manager approval does not negate the need to consult with your Senior Resolution Specialist on whether to offer the Resolution Agreement.

NOTE What if the agreed resolution is about a decision on a claim?

- In Eos, upload the 'REV43 Settlement' letter to the claim including the Senior Resolution Specialist or Resolution Manager authorisation for amounts exceeding delegations.


- Notify the decision maker by email or phone call.

- e Contact the customer or representative requesting that they confirm acceptance of the resolution agreement in writing by email, letter, or text.
 - f Go to '3.0 Close feedback case'.
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2.2 Instruct a new decision to be issued

Resolution Specialist

- a Generate a 'COM01 Your complaint - Findings' letter on the relevant feedback case.


 COM01 Your complaint - Findings

NOTE What if it is a complex complaint, unusual issue, may have reputational impact on ACC, or you have not been signed off on writing Code decision letters?

Email a draft of the 'COM01 Your complaint - Findings' letter to the Senior Resolution Specialist, Resolution Manager, Customer Response or other staff member for checking and await response.

- b Discuss your recommendation with the decision maker to revoke the existing decision in dispute and replace it with a new decision using the 'REV45 - Revoke Decision' letter.

 REV45 - Revoke Decision Letter

 Delegations Framework

NOTE What if the claim has been handed back from an Accredited Employer?

You must contact a Accredited Employer Specialist (AEP Team) to discuss your rationale for wanting to overturn the decision. The Accredited Employer Specialist will consult with the Accredited Employer before issuing a new decision, as required in the Accredited Employer agreements.

NOTE Who else should be consulted before revoking and replacing a decision?

If clinical or technical services were involved in the decision-making process, they should be contacted prior to overturning the decision.

NOTE What if the original decision was issued by Treatment and Support (Surgery Team)?

For overturn decisions due to the original decision being unsustainable or new information being received, create a Complete Internal Referral task with the following information and send the task to the ESC Management queue:

RESOLUTION SPECIALIST REQUEST – OVERTURN DECISION

Action required:

Decline decision date:

Has surgery gone ahead: Y / N

Background rationale: Please refer to the rationale in the “add info” tab in the task

For overturn decisions due to identifying deemed cover, create a Complete Internal Referral task with the following information and send the task to the ESC Management queue:

RESOLUTION SPECIALIST REQUEST - DEEMED COVER

Action required:

Decline decision date:

Has surgery gone ahead: Y / N

Background rationale: Please refer to the rationale in the “add info” tab in the task

NOTE What if the claim is managed in Assisted Recovery?

Contact the Assisted Recovery team using the appropriate hunt number in the web link below to discuss your instruction.

Follow-up by creating a 'NGCM – Contact Party' task assigned to the Recovery Assistant that you spoke with detailing your specific instructions. The task should read:

- Resolution Specialist – Action needed.
- (Write specific and clear detail of your request for the Recovery Team Member to action)
- This new decision is made with the Resolution Specialist delegation, and does not require additional clinical or technical advice; if you have any question, please feel free to contact me.

 Assisted Recovery

NOTE What if the claim is managed by Supported or Partnered Recovery?

Contact the Recovery Coordinator or Recovery Partner by phone directly to discuss your concerns and rationale on why you are looking to overturn the decision. Ensure that your rationale is captured in your Contact note in EOS.

NOTE: the delegation to overturn sits with the Resolution Specialist after consultation with a Delegation holder. This is an important part of working together. You do not need to agree but it is important that this conversation occurs, so everyone understands the reasons for the decision.

Please also advise the person you are speaking with, that we do not need them to seek additional clinical or technical comment, as that is considered as part of our investigation process for the complaint.

NOTE What if the claim is no longer actively managed?

This instruction includes any claims closed after sitting with Assisted, Partnered, Supported, Cover and Treatment Injury.

Although unassigned, you must always attempt to contact the person who made the decision via their DDI. If unavailable for any reason, ring the hunt number and speak with another person in the appropriate team who can pick up the task on their behalf.

 Team Numbers (Hunt Line)

- c** In Eos, document the detail of your 'Consultation' conversation in a contact and label the contact 'Overturn Rationale/ Consultation'.
- d** Contact the customer/representative and tell them that a new decision will be issued.
- e** Send the 'REV45 - Revoke Decision' and 'COM01 Your complaint - Findings' letters to the client or representative.
- f** Go to '3.0 Close feedback case'.

3.0 Close feedback case

Resolution Specialist

- a** In Eos, complete the feedback case e-forms and record the outcome of the complaint.
- b** Record the severity rating of the complaint in the 'feedback issue - summary of issue outcome' section of the feedback case.
- c** Close the 'Feedback Case Open' task to ensure the feedback case is closed.

NOTE What date is used as the complaint closure date?

The date should be the date that the final action was taken to manage the complaint such as the date the code findings letter was issued.

d Determine if you need to pay complaint costs.

NOTE When do you need to pay complaint costs?

Complaint costs are paid if the representative was involved as part of a conciliation process.

NOTE What if you do not need to pay any complaint costs?

This process ends.


4.0 Pay complaint costs

Resolution Specialist

a In Eos, create an out-of-cog 'PRC REV: Implement Review Costs/Entitlements' task (in the relevant claim) and include the following information:

- Add either 'Client Payment' or 'Vendor Payment'
- Vendor ID/Claim Number
- Review number
- Total amount to be paid (see 'Accident Compensation (Review Costs and Appeals) Regulations 2002')
- Invoice linked to task: Yes/No
- Decision Document linked to task: Yes/No


(A decision document can include a conciliation agreement or Resolution Agreement).

 Accident Compensation (Review Costs and Appeals) Regulations 2002
<https://www.legislation.govt.nz/regulation/public/2002/0081/latest/DLM117456.html>

NOTE What if the payment is for a client and there is no verified bank account number?

Contact the client via email and request they forward through their bank account number either via the post or preferably by email. Once received, file away in Eos and proceed with the payment arrangements.

b Transfer the task to the 'Hamilton Service Centre Quality Assurance' queue.

 Delegations Framework

5.0 Process complaint costs

Resolution Coordinator

a In Eos, open the 'PRC REV: Implement Review Costs/Entitlements' task and add the required payment details and instructions.

NOTE What additional information is needed to complete the task?

Add the following:

- PO Number
- Date PO Created
- PO Codes: (Must be entered manually)
- Other comments:

b Complete the purchase order.

c Update the target date to today's date and transfer the task to the relevant queue.

NOTE What if the payment is to a client?

Transfer the 'PRC REV: Implement Review Costs/Entitlements' task to the 'Hutt Processing Centre - Administration' queue.

NOTE What if the payment is to a vendor?

Transfer the 'PRC REV: Implement Review Costs/Entitlements' task to the 'Hamilton Service Centre – Claimant Reimbursement' queue.